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Noble Secure Payment Assist Enhances the Customer Experience with Compliant Agent-Assisted Transactions

Unified contact center technology leader improves security for customer payments

Atlanta, GA – May 23, 2017: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, introduces **Noble® Secure Payment Assist**, a new tool for safeguarding sensitive customer data while improving the customer experience.

Securing credit card and payment information is critical, and improving data security for consumers is a leading initiative throughout the industry. Noble Secure Payment Assist utilizes Noble's patented technologies for agent-assisted transactions to help manage payments in a protected environment. Using automated tools with touch-tone and data masking, organizations can eliminate PCI scope, reduce the risk of fraud and theft, lower costs, improve agent workflows, and create a better customer experience.



Chris Hodges, Noble's Senior VP Sales and Marketing, said, "While data security is mandatory for PCI Compliance, it's also an integral part of the customer experience. Consumers want to have the peace of mind that the companies they do business with are safeguarding their sensitive data. Secure Payment Assist allows contact centers to manage customer payments for collections, sales, and services safely and efficiently, while providing the convenience of having an agent on the line to provide assistance if needed."

With Secure Payment Assist, agents stay engaged with the customer during and after the payment transaction, but the credit card data is never exposed. Agents do not hear or see the data, it is not stored in the system nor captured in the audio or video recording. Secure Payment Assist is available as part of Noble's premise and cloud-based solutions.

About Noble Systems

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Contact Center, Workforce Management, and Analytics technologies. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of inbound, outbound and blended omnichannel communications, strategy planning, resource management, and compliance tools for companies of all sizes. Our premise, cloud, and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, and workforce management. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesystems.com.

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