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

Unified contact centre technology leader improves security for customer payments

Sydney, AU – 23 May, 2017: [Noble Systems Corporation](http://www.noblesystems.com), a global leader in omnichannel contact centre technology solutions, introduces **Noble® Secure Payment Assist**, a new tool for safeguarding sensitive customer data whilst 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 utilises 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, organisations can eliminate PCI scope, reduce the risk of fraud and theft, lower costs, improve agent workflows and create a better customer experience.



"Whilst data security is mandatory for PCI Compliance, it's also an integral part of the customer experience", said Ashley Clayton, Noble's General Manager Australia. "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 centres to manage customer payments for collections, sales and services safely and efficiently, whilst 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 is a global leader in the customer communications industry, providing innovative solutions for Contact Centre, 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 dialling, blended processing, recording and monitoring, IVR, messaging, interaction analytics, decisioning and workforce management. For more information, contact Ashley Clayton at +61.02.8222.0500 or visit www.noblesystems.com.

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