

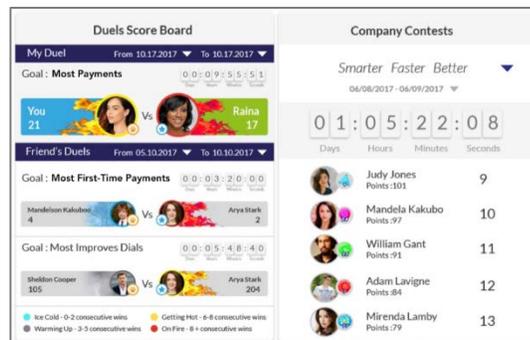
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Noble Systems Acquires FidoTrack

Atlanta, GA – March 12, 2018: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, announced today that it has completed the acquisition of [FidoTrack](#), one of the leading providers of Cloud Gamification software and services for call centers.

The FidoTrack system is already deployed to call centers throughout the U.S. and has achieved amazing measurable ROI results for 100% of clients to date. The dramatic improvements in productivity combined with the huge reduction in employee turnover make the FidoTrack system the best in the marketplace.

Noble Systems will be re-branding the employee engagement products as Noble® Gamification and is excited to begin offering the products to its customers around the globe. Over the coming months, Noble will be releasing “Fast Start” connectors that will allow existing Noble contact center clients to quickly deploy the Noble Gamification system and connect it to their Noble Solution platform. At the same time, Noble Systems plans to continue to support deployments for clients who use third-party contact center systems. Brett Brosseau, former FidoTrack CEO, will become Vice President of Noble Gaming Solutions, and the entire Fido Track team will be on board at Noble to deliver and support the solutions.



This latest acquisition further expands what is the most complete set of omnichannel contact center solutions available from one vendor anywhere. Noble Systems’ complete solution offering now includes Contact Center, Workforce Engagement, and Analytics technologies for: ACD, predictive dialing, intelligent routing, recording and monitoring, IVR, messaging, real-time and post-call speech analytics, data analytics for strategy planning and automated decisioning, workforce management, and regulatory compliance. Our premise, cloud, and innovative premise/cloud hybrid platforms are built upon the same single-code design, allowing companies to choose the model that best meets their operational and budgetary needs without sacrificing functionality, performance, service, or reliability.

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. With a portfolio of 150 patents and growing, Noble leads the way in pioneering solutions for the contact center market. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesystems.com.

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