

PRESS RELEASE

For Immediate Release

NOBLE SYSTEMS

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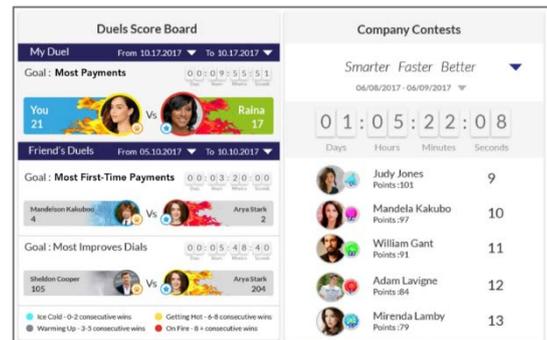
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Noble Systems Acquires FidoTrack

Melbourne, AU – 12 March, 2018: [Noble Systems](http://www.noblesystems.com), a global leader in omnichannel contact centre technology solutions, announced today that it has completed the acquisition of [FidoTrack](http://www.fido-track.com), one of the leading providers of Cloud Gamification software and services for call centres.

The FidoTrack system is already deployed to call centres 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 centre 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 centre 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 centre solutions available from one vendor anywhere. Noble Systems' complete solution offering now includes Contact Center, Workforce Engagement and Analytics technologies for: ACD, predictive dialling, 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 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. With a portfolio of more than 150 patents, Noble leads the way in pioneering solutions for the contact centre market. For more information, contact Ashley Clayton at +61 (0) 3 9008 1700 or visit www.noblesystems.com.

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The world's smartest contact centre software company.

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