

For more information, contact:

Lee Allum, VP Marketing

[p] 404.851.1331 | [t] 1.888.866.2538 | [e] lallum@noblesystems.com

Noble Systems Focuses on Customer Service at ICMI 2017

Atlanta, GA – May 11, 2017: [Noble Systems Corporation](#), a global leader in unified contact center technology solutions, will be showcasing its industry-leading solutions for Contact Center, Workforce Management, and Analytics at [ICMI's 2017 Contact Center Expo](#), to be held May 22 - 25, 2017 in Orlando.

The Contact Center Expo & Conference is the contact center industry's most essential educational experience. Each year, ICMI produces a freshly conceived event designed to meet the needs of all contact center professionals. Through keynote presentations, networking events, local contact center tours, case studies and more, attendees gain practical tips that can be implemented immediately, along with tools and inspiration for success.

Noble Systems' solutions help companies manage the range of customer communications and related processes, including omnichannel inbound / outbound contact technologies, analytics and automated decisioning tools, and resource management, to help improve the customer experience. The [Noble® Inbound 100 solution](#) is designed specifically to target the needs of inbound service organizations and offers a 100% uptime guarantee. [Noble Omnichannel Multi-session Agent](#) maximizes service rep productivity with multi-session assignments, allowing them to handle voice and non-voice contacts concurrently. Our patented SmartAccept® technology helps increase speed of service, decrease average speed to answer, and reduce costs. Noble's innovative premise, cloud and hybrid-based platforms allow organizations to increase efficiency, performance, and productivity throughout their contact center programs while decreasing overhead and maintaining compliance with legislative and industry guidelines. ICMI attendees can visit Noble Systems in booth 433.

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, and resource management 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, decisioning, and workforce management. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesystems.com.

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