

PRESS RELEASE

For Immediate Release

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Noble Systems Receives Frost & Sullivan's Market Share Leadership Award for Fourth Consecutive Year

Customer Contact technology provider again claims the top spot in outbound dialing technologies

Atlanta, GA – September 21, 2016: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, has received the **Frost & Sullivan 2016 Market Share Leadership Award** for the North American Outbound Dialing Systems market. The award marks the fourth consecutive year that Noble has been ranked as the market leader. Noble's key performance drivers of depth of innovation, reliability of service, and strength of offering continue to set the company apart from other vendors.

The Frost & Sullivan *North American Outbound Dialing 2016 Market Share Leadership Award* is presented to the company that has demonstrated excellence in capturing the highest market share within the industry. The Award recognizes the company's leadership position in terms of revenues or units, as specified. Noble Systems' client base has grown to more than 22% of the outbound dialer systems market, expanding its lead over the rest of the market in the past year. Of particular note are Noble's innovative solutions for issues that affect the dialing market – including [TCPA wireless compliance](#), [omnichannel communications](#), [best time to contact](#) and [real-time speech analytics](#), and customer experience management – and its flexible deployment options for organizations of all sizes, as well as its [rapidly growing patent portfolio](#) and recognized brand strength.



“For the fourth consecutive year, Noble Systems has achieved a growing share in the outbound dialing systems market and has maintained its spot as the market leader in an ever-more challenging environment,” said Nancy Jamison, Principal Analyst, Digital Transformation at Frost & Sullivan. “Once again, Noble Systems maintains its strong market leadership in the Outbound Dialing Systems market. The company’s creativity and innovation in providing solutions for outbound dialing and its ability to cater to a diverse client base are just two of the many reasons that it continues to excel in the marketplace.”

James K. Noble, Jr., president and CEO of Noble Systems, states, “The Noble Systems team is committed to providing superior outbound, inbound, and omnichannel technologies for contact center organizations. We deliver added value for our clients by offering the most complete customer communications platform available from a single vendor, including our contact management, compliance, analytics, and workforce management solutions, and the ability to deploy our systems in either premise, cloud, or hybrid models. We are honored to again be recognized by Frost & Sullivan for our best-in-market solutions, and to be the leading resource for companies looking to improve their customer contact strategies and their customer experience.”

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The world's smartest contact center software company.

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NOBLE SYSTEMS

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 omnichannel contact processing, 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.

About Frost & Sullivan

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