

PRESS RELEASE

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Noble Systems Announces ‘Innovations Award’ Winners at SNUG 2018

Contact center technology achievements recognized by global customer communications leader

Atlanta, GA – May 24, 2018: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, presented its “Innovations Award” to deserving clients at the company’s [2018 Select Noble Users Group \(SNUG\) Americas conference](#) – a gathering of Noble Systems clients and partners – held last month in Clearwater Beach, Florida.

The Innovations Awards recognize Noble Systems clients who help Noble build and test new features, who use existing features in creative ways, and who are early adopters of new technologies. These innovations are beneficial to Noble’s entire user base, as new functionality is developed and made available to other customers.

The winners of the 2018 awards are:

- [CBV Collections Services](#) for streamlining agent workflows through the use of robotic process automation in the [Noble Composer Agent Desktop](#).
- [Great Lakes Educational Loan Services](#) for significantly improving agent and team productivity and reducing turnover through the use of [Noble Gamification](#).
- [Navy Federal Credit Union](#) for achieving substantial increases in right-party contacts with the addition of [Noble IQ](#) across multiple divisions
- [Regions Bank](#) for improving the customer experience through Noble’s full spectrum of contact center, analytics, and workforce engagement offers, including [Noble’s real-time speech analytics](#).

Chris Hodges, Noble’s SVP Sales & Marketing, said, “Our Innovations Award winners have embraced Noble technology to face the challenges of the marketplace. We are proud to partner with these organizations to help them manage their customer communications programs. Customer contact, workforce engagement, and analytics solutions allow today’s businesses to improve regulatory compliance, positively impact operational costs and efficiencies, and create a better customer experience.”

About Noble Systems

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Contact Center, Workforce Engagement, and Analytics technologies. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of

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The world’s smartest contact center software company®

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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, gamification, and workforce management. With a portfolio of 160 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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