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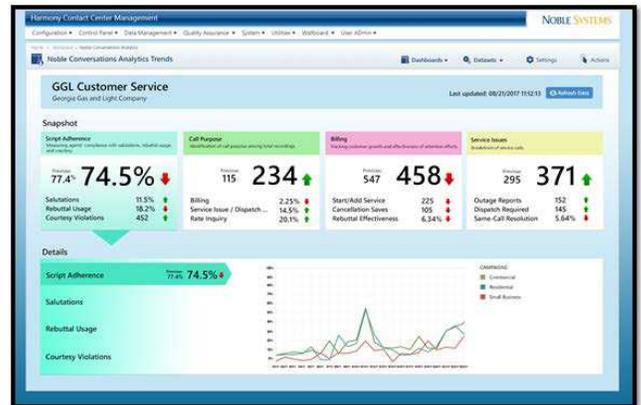
## Noble Systems Introduces Conversations Analytics

*Global contact center technology leader adds native speech analytics to its solution offering*

Atlanta, GA – April 26, 2018: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, today announced the release of [Noble® Conversations Analytics](#), a native speech analytics application for the Noble Contact Center platform.

Speech Analytics helps companies improve service and performance by mining the data from customer interactions to see trends, identify best practices, manage compliance, and gain deeper insight into contact center, customer, and agent activities so that they can make more informed decisions.

**Conversations Analytics** offers post-call screening, while **Conversations Analytics Now** delivers real-time analysis for more proactive service. The new products were developed by Noble using its own intellectual property, and offer direct integration with Noble's management and recording toolsets for greater functionality and usability.



“Our speech analytics tools have always offered deep business intelligence on trends and patterns in customer behavior,” said Chris Hodges, SVP Sales and Marketing for Noble Systems. “Now, we can offer a solution that is completely integrated with our contact center environment, reducing the reliance on external systems for a more seamless user experience. We are excited about the new opportunities that Conversation Analytics gives our clients to extend their insight into the contact center.”

Noble Conversations Analytics is available as a part of Noble's single-code base premise and cloud platforms. The new solution was unveiled at this week's [2018 Select Noble Users Group conference](#), giving attendees an advance look at the new features. Current Noble speech analytics users will be able to migrate their existing product to take advantage of the improved toolset.

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## *For Immediate Release*

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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 Engagement, 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, 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](http://www.noblesystems.com).

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