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CXS 2018 Explores New Strategies for Customer Engagement

Melbourne, AU – 18 September 2018: Contact centre industry professionals are invited to the [Customer Experience Summit \(CXS\) on 25 October in Melbourne](#) at the Intercontinental, The Rialto hotel. CXS is a one-day special event uniting Call Centre and Customer Experience thought leaders in the Asia-Pacific region. CXS is sponsored by [Noble Systems](#), a global leader in omnichannel contact centre technology solutions.

CXS offers attendees invaluable access to thought leaders in both Customer Engagement and Contact Centre Technology. These experts will share their experiences, insights and approaches to the changing customer contact landscape. The day will be packed with informative and dynamic discussions, followed by an exclusive networking event that evening.

The forum will explore topics including the Changing Landscape of Contact Centres, how Consumer Preferences impact program design, leading Culture Change, retaining, engaging and empowering employees and an open Q&A about today's environment and trends with a panel of industry experts.

"CXS offers a full slate of sessions to educate and inspire, featuring hot topics and new technologies, to help you be at the forefront of customer engagement. This year's guest speakers represent some of the region's leading experts in creating a better customer experience. Noble Systems is excited to be sponsoring the CXS event", says Chris Hodges, SVP Sales and Marketing at Noble Systems.

Scheduled speakers include:

- Helen Howard, Senior GM, Fujitsu
- Brett Brosseau, VP Gaming Solutions, Noble Systems
- Steve Simpson, Director, Keystone Management Services
- Tom Grealy, President, Grealy Consulting
- Dr. James Adonis, Leading Expert on Employee Engagement & Team Leadership

CXS is open to industry professionals with a special limited time rate of only \$395, making it one of this year's most affordable and high-value conferences. Learn more and Register to attend on the [CXS 2018 website](#). Claim your seat now before registration ends, 10 October 2018.

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The world's smartest contact centre software company.

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About Noble Systems

Noble Systems, sponsor of CXS 2018, is a global leader in the customer communications industry, providing innovative solutions for Contact Centre, Workforce Engagement and Analytics technologies. Tens of thousands of agents at 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, workforce management and gamification. With a portfolio of more than 165 patents and growing, 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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