

PRESS RELEASE

For Immediate Release

NOBLE SYSTEMS

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Noble Gamification Wins 2018 CUSTOMER Contact Center Technology Award

Atlanta, GA – October 11, 2018: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, is excited to announce that its [Noble® Gamification solution](#) has received TMC's "2018 CUSTOMER Contact Center Technology Award". The award is presented by [CUSTOMER magazine](#).



Noble Gamification is a unified employee engagement platform designed to increase agent productivity and reduce attrition in call centers. Noble leverages game mechanics across the employee generational spectrum to ultimately align the client's objectives with their employee's activities. The product's unique approach creates equity and normalizes KPIs across disparate groups and campaigns, and includes built-in redemption tools to quickly deliver rewards.

"Noble Gamification appeals to today's Millennial and Generation Z employee teams and uses both intrinsic and extrinsic motivation factors to promote and reinforce desired behaviors and gain greater buy-in. The benefits are multi-fold and are seen across all levels of the organization, including increased productivity, decreased employee turnover, higher profits, reduced training costs, improved employee morale, and accelerated learning," said Chris Hodges, SVP sales and marketing at Noble Systems. "We are honored by TMC's acknowledgment of our ongoing commitment to help companies improve the customer experience by creating more engaged employees."

"Congratulations to Noble Systems for being awarded a 2018 CUSTOMER Magazine Contact Center Technology Award. Noble Gamification has been selected for demonstrating innovation, quality and unique features which have had a positive impact on the customer experience," said [Rich Tehrani](#), CEO, TMC. "We're pleased to recognize their achievement."

The 13th-annual Contact Center Technology Awards honor vendors that embrace technology as a key tool for customer service excellence. The award distinguishes their success as innovators, thought leaders, and market movers in the contact center and customer care industries.

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. 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,

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- 1 -

The world's smartest contact center software company.

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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, workforce management, and gamification. With a portfolio of 165 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 noblesystems.com.

About *CUSTOMER* magazine and TMC

Since 1982, [CUSTOMER](http://www.customer.tmcnet.com) magazine (formerly *Customer Interaction Solutions*) has been the voice of the call/contact center, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.com>.

Through education, industry news, live events and social influence, global buyers rely on TMC's content-driven marketplaces to make purchase decisions and navigate markets. As a result, leading technology vendors turn to TMC for unparalleled branding, thought leadership and lead generation opportunities. Our [in-person](#) and [online](#) events deliver unmatched visibility and sales prospects for all percipients. Through our custom lead generation programs, we provide clients with an ongoing stream of leads that turn into sales opportunities and build databases. Additionally, we bolster brand reputations with the millions of impressions from display advertising on our news sites and newsletters. Making TMC a 360 degree marketing solution, we offer comprehensive event and road show management services and custom content creation with expertly ghost-crafted blogs, press releases, articles and marketing collateral to help with SEO, branding, and overall marketing efforts. For more information about TMC, visit www.tmcnet.com.

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