

PRESS RELEASE

For Immediate Release

NOBLE SYSTEMS

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Noble Systems Wins Best Call Centre Technology Provider for Gamification Solution at Credit Strategy's Collections & Customer Service Awards 2018

Manchester, UK – 11th December, 2018: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, is excited to announce that its [Noble® Gamification](#) solution has received [Credit Strategy's](#) “**Best Call Centre Technology Provider**” award at their [annual awards dinner](#) last month.

The Collections & Customer Service Awards returned for their 12th year to recognise the outstanding achievements of those within collections and customer service. The awards are independently judged and aim to reflect the exceptional and critical work within the industry.

The team of [judges](#) recognised the Noble Gamification unified employee engagement platform for its proven results for increasing agent productivity and reducing attrition in call centres. Noble leverages game mechanics across the employee generational spectrum to ultimately align the client's objectives with their employees' activities. The product's unique approach creates equity and normalises KPIs across disparate groups and campaigns and includes built-in tools to quickly deliver rewards.

“Employee motivation and retention is increasingly important to all contact centres, not least in customer services and collections departments/organisations. Noble Gamification uses both intrinsic and extrinsic motivation factors to promote and reinforce desired behaviour and gain greater buy-in to the company's targets and objectives. For our customers, the rapid ROI is astounding and the benefits include increased productivity, decreased employee turnover, higher profits, reduced training costs, improved employee morale and accelerated learning”, said Colin Chave, General Manager of Noble Systems EMEA. “We are absolutely delighted to receive Credit Strategy's acknowledgment of our ongoing commitment to help companies create more engaged employees”.

The judges commented, “Noble Systems' impressive figures demonstrate a strong performance, innovating through gamification to retain staff and deliver better outcomes for customers”.

About Noble Systems

Noble Systems 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 170 patents and growing, Noble leads the way in pioneering solutions for the contact centre market. For more information, contact Sian Ciabattoni on 0161 772 7100 or visit www.noblesystems.com.

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The world's smartest contact centre software company

About Credit Strategy

Credit Strategy is Britain's pre-eminent credit and financial services community. A premium brand with a broad footfall in financial services, Credit Strategy serves a set of credit-related functions across a huge range of sectors. Our community includes chief risk officers, chief credit officers and heads of collections, coming from creditors of all kinds: banks, consumer and commercial lending businesses across a number of verticals, power, water and telecoms suppliers, providers of trade credit, and public sector bodies. *Credit Strategy* magazine and online presence sets the agenda for senior figures in credit risk, credit management and debt recovery. Credit Strategy also runs a series of landmark events for its communities each year.

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