

NOBLE SYSTEMS

CONTACT:

Mostafa Razzak

JMRConnect

917.912.0623

m.razzak@jmrconnect.net

Noble Systems to Exhibit Omnichannel Contact Center and Workforce Engagement and Gamification Solutions for Debt Collection at Receivables Management Association 2019 International Conference

Debt collectors improve right-party contact, maximize collection revenue and ensure full compliance with all government and industry mandates with analyst-recommended Outbound Dialing and Workforce Engagement

Las Vegas, NV (January 24, 2019) – [Noble Systems Corporation](#), a global leader in omnichannel contact center technology, today announced that it would display its Omnichannel Contact Center, Workforce Engagement (WEM), Gamification and Analytics solutions from booth #109 at the upcoming [Receivables Management Association \(RMA\) International 2019 Conference](#), being held February 5 – 7, 2019 at the Aria Resort & Casino in Las Vegas, Nevada.

Noble Systems will be hosting attendees throughout the week, offering a chance to win state-of-the-art BOSE headphones.

WHO: Noble Systems (BOOTH 109)

WHEN: February 5 – 7, 2019

**WHERE: RMA International 2019 Conference
Aria Resort & Casino
Las Vegas, NV**

For consumers, collections calls can be intrusive, frustrating and embarrassing. Debt collection contact center agents face stress, angry customers and other emotionally taxing challenges every single day. In addition, they do their jobs knowing that their employer can lose customers forever if they mismanage these delicate engagements.

“Despite perceptions, effective debt collection agents are a company’s unsung heroes,” said Chris Hodges, SVP, Noble Systems. “They not only recover lost revenue, but have the unique temperament to deliver a positive experience for customers in the most unpleasant circumstances.”

Noble Systems’ [complete, unified solutions of omnichannel contact center, WEM and analytics](#) are the foundation of an expansive portfolio that enhances collector productivity, saves time and money, increase promises-to-pay, manages compliance, and improves overall collection results.

“Businesses must recognize that these employees work in a hornet’s nest of hostility and provide them with the training, technology and support to do their jobs efficiently, cost-effectively and with a positive attitude,” added Hodges.

Agent attrition is an epidemic in contact centers as agent tenure decreases each year. Noble WEM and Gamification solutions help keep agents motivated and focused. Using game mechanics, Noble Gamification drives desired behaviors, leverages science-based motivational techniques to train, provides ongoing feedback to and rewards collectors for improved business outcomes.

Noble Systems offers powerful technology solutions for the Collection and Debt Recovery industry that help increase right-party contact rates, streamline the communications process, and maintain compliance with advanced list management and dialing strategies. Real-time speech analytics, integrated agent monitoring and interaction recording provide the visibility for quality assurance, and single/dual recording and wireless number dialing solutions are available in a PCI-Ready environment.

About Receivables Management Association

Receivables Management Association is the nonprofit trade association that represents more than 575 companies that purchase performing and nonperforming receivables on the secondary market. The Receivables Management Certification Program and Code of Ethics set the global standard within the receivables industry due to its rigorous uniform industry standards of best practice which focus on the protection of the consumer. Receivables Management Association provides its members with extensive networking, educational, and business development opportunities in asset classes that span numerous industries. The association continually sets the standard in the receivables management industry through its highly effective grassroots advocacy, conferences, committees, task forces, publications, webinars, teleconferences, and breaking news alerts. Founded in 1997 as Debt Buyers Association, Receivables Management Association is headquartered in Sacramento, California.

<https://rmassociation.org/>

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 client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of inbound, outbound, and omnichannel contact processing, 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 175 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.

###