

CONTACT

Mostafa Razzak

JMRConnect

202-904-2048

m.razzak@jmrconnect.net

Noble Systems to Present Award-Winning Gamification Solution at Customer Contact Week Nashville 2019

Omnichannel contact center pioneer to offer attendees an inside look at how workforce engagement management prevents agent attrition in call centers

Atlanta, GA (January 8, 2019) – [Noble Systems Corporation](#), a global leader in [omnichannel contact center](#) technology solutions, will offer an up-close look at its award-winning Noble Gamification platform from booth 225 at the upcoming [Customer Contact Week](#) (CCW), being held January 15-18, 2019 at the JW Marriott in Nashville, TN.

For businesses that need their contact centers to help customers achieve desired outcomes as efficiently and quickly as possible, Noble Systems is a trusted partner who combines 30 years' industry expertise with a comprehensive portfolio of omnichannel contact center, workforce engagement management and business intelligence solutions.

“With our omnichannel contact center solutions, a business’s customers can contact them at any time on any channel and receive a friction-less experience in which their issues are resolved quickly and painlessly,” said Chris Hodges, SVP, sales and marketing, Noble Systems. “The reduced time-to-resolution increases both contact center performance and customer satisfaction.

“Unlike other companies, we provide complete solutions that eliminate the need for costly add-ons. We emphasize value, employee tenure and innovation, while leading the way in pioneering solutions in the contact center market including innovations in omnichannel communications, gamification, compliance, and more.”

[Noble Gamification](#) is a unified employee engagement platform that increases agent productivity and reduces attrition in call centers. The product’s unique approach creates equity, normalizes KPIs across disparate groups and campaigns, and includes built-in redemption tools to quickly deliver rewards. Also, of note, is that with real-time visibility, analytics and forecasting tools, managers have the insight to ensure the quality of interactions and optimize schedules for cost-efficient operations.

“For 20 years CCW has convened our industry’s foremost contact center leaders and we are eager to engage our friends and colleagues from around the world,” added Hodges. “As such, it is only fitting to feature Noble Gamification in CCW’s Demo Drive as the platform exemplifies the business benefits of innovation and quality, and the value of consistently positive customer experiences.”

Customer Contact Week is the world’s largest customer contact event, with more than 3,000 attendees ranging from customer titles of all types to the many professionals responsible for holistic customer experience design and delivery.

Visit Noble Systems in the EXPO’s Demo Drive for a firsthand look at the company’s [patented contact management technologies](#).

ABOUT CCW

Started in 1999 as Call Center Week, CCW is the world’s largest customer contact event series. With the balance of conference and expo, CCW is the place where customer care, CX, and contact center leaders come together. In 2018 we’re introducing our new look as Customer Contact Week. CCW is brought to you by the Customer Management Practice – the Analyst, Advisor, and Industry Network for all things Customer Management. For more information, visit <https://www.customercontactweekwinter.com/>.

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 170 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.noblesys.com.

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