

For more information, contact:

Lee Allum, VP Marketing

+1.404.851.1331 • 1.888.866.2538 • lallum@noblesystems.com

Noble Conversations Analytics Wins 2019 CUSTOMER Product of the Year Award

Post-call speech analytics helps companies gain actionable business intelligence

Atlanta, GA – April 3, 2019: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, is the recipient of TMC's "2019 CUSTOMER Product of the Year Award" for Noble® Conversations Analytics. The award is presented by [CUSTOMER magazine](#).



Speech Analytics helps companies improve service and performance by mining the data from customer interactions to see trends, identify best practices, manage compliance, and gain deeper insight into contact center, customer, and agent activities so that they can make more informed decisions. Noble® Conversations Analytics leverages large volumes of recorded conversations to gain actionable business intelligence using post-call speech analytics.

Noble makes it possible to use the analyze customer and agent-side recordings to spot trends, identify underlying reasons for customer calls, improve your quality assurance programs, measure script adherence, determine training needs, and much more. Noble gives you robust performance management capabilities with key analytic functionality so you can uncover what is affecting your KPIs, develop solutions, provide proactive responses, and track effectiveness at an agent level. Noble CA is available for the company's premise, cloud, hybrid and managed service environments.

"Our speech analytics tools offer deep business intelligence on trends and patterns in customer behavior," said Chris Hodges, SVP sales and marketing. "Noble CA is completely integrated with our contact center environment, creating a more seamless user experience. We are excited about the new opportunities that Conversation Analytics gives our clients to extend their insight into the contact center to create a better customer experience. We are honored by TMC's recognition of our continued product innovation and commitment to providing solutions that help companies improve performance while reducing risk."

The 2019 CUSTOMER Product of the Year Award – the 21st edition of the annual program – recognizes vendors that are advancing the call center, CRM and teleservices industries one solution at a time. The award highlights products which enable their clients to meet and exceed the expectations of their customers.

"On behalf of both TMC and CUSTOMER magazine, it is my pleasure to honor Noble Systems with a 2019 Product of the Year Award," said [Rich Tehrani](#), CEO, TMC. "The Conversation Analytics solution has proven deserving of this elite status and I look forward to continued innovation from Noble in 2019 and beyond."

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 blended omnichannel communications, strategy planning, and resource management 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, decisioning, workforce management and gamification. With a portfolio of 185+ 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.

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. 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. For more information about TMC, visit www.tmcnet.com.