NOBLE SYSTEMS

CONTACT:
Mostafa Razzak
JMRConnect
917.912.0623
m.razzak@jmrconnect.net

Noble Systems to Exhibit Analyst-Recommended Omnichannel Contact Center and Gamification Solutions at PACE ACX 2019

Award-winning solutions improve customer experience and mitigate agent attrition

San Antonio, TX (March 27, 2019) – Noble Systems Corporation, a global leader in omnichannel contact center technology, today announced that it would display its industry-leading Gamification and omnichannel contact center solutions in booth #201/203 at the upcoming 2019 PACE Annual Convention and Expo, March 31 – April 3 at the Hyatt Hill Country Resort & Spa in San Antonio, Texas.

Noble Systems' award-winning Workforce Engagement Management (WEM) and Gamification solutions motivate and incentivize agents to deliver efficient, meaningful interactions, which solidifies customer loyalty. Using game mechanics, Noble Gamification drives desired behaviors by leveraging science-based motivational techniques to train, provide ongoing feedback to and reward agents for improved business outcomes.

WHO: **Noble Systems (BOOTH 201/203)**

WHEN: **March 31 – April 3, 2019**

WHERE: **PACE Annual Convention and Expo 2019**
Hyatt Hill Country Resort & Spa
San Antonio, TX

Noble Systems will host attendees throughout the week, demonstrating the dramatic impact of its omnichannel solutions on employee engagement and by extension, customer experience.

Engaged customers are crucial to any business' bottom line. According to Gallup, companies that successfully engage their customers realize 63 percent lower customer attrition, 55 percent higher share of wallet, and 50 percent higher productivity. With multiple touchpoints on any given customer interaction, it is important for companies to do more than simply "satisfy" their customers. The right solutions can help manage this omnichannel experience and ultimately increase customer engagement. By utilizing Noble Systems' omnichannel inbound/outbound contact technologies, workforce management, conversational analytics, and self-service solutions, companies are empowered to manage the full spectrum of customer communications.

Noble Systems was named PACE's Member of the Year in 2018 and received the [2017 Chairman's and Vendor of Excellence Awards](#).

About PACE
Founded in 1988, PACE is the only non-profit trade association dedicated exclusively to the advancement of companies that engage with customers via the contact center. The Association promotes its members' ability to provide outstanding customer service and sales solutions delivered via omni-channel communication including voice, email, chat, text and social media. In addition, PACE provides up-to-date and ongoing compliance education and accreditation for its members. From its National Convention and Washington Summit to its Regional Chapter events, PACE provides tools and opportunities to allow businesses to stay engaged through effective and efficient networking opportunities. For more information on PACE and PACE ACX 2019 visit www.paceacx.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 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.

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