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Noble Systems Celebrates 30 Years of Innovation, Service and Leadership in the Contact Center Market

Melbourne, AU – 25 April, 2019: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, is celebrating 30 years of delivering innovative products and services for the contact centre marketplace. Throughout the last three decades, Noble Systems has achieved a number of milestones, growing from a start-up technology provider to one of the industry's leading developers of contact centre solutions.

Founded in 1989, Noble Systems began as a small group of contact center veterans who were looking to develop a new system for automating outbound contacts. Today, Noble Systems has [grown to more than 500 employees](#) in offices around the world, including sites in the US, United Kingdom, Australia, Philippines, India, and its newest [development-focused office in Krakow, Poland](#). Over one-quarter of those employees have played a significant role in the company's journey, with a tenure of 10 years or more of service.

Noble solutions are installed on tens of thousands of agent workstations at thousands of client sites around the world, including some of the leading organisations in collections, financial services, outsourcing and consumer products arenas. For the past six years, Noble Systems has been named the [#1 market leader in outbound solutions for North America](#) by Frost & Sullivan, maintaining a significant presence in the premise market while growing its cloud client-base on the strength of its 99.9999% (six-9s) uptime service reliability. Noble's customers are enjoying part of the company's year-long celebration at this week's [2019 Select Noble Users Group conference](#).

Starting from the foundation of an automated dialler product, Noble Systems has evolved to offer a comprehensive suite of customer contact solutions for Contact Centre, Workforce Engagement and Analytics in premise, cloud and hybrid environments. Most recently, [Noble's Gamification solution](#) has garnered industry attention for its impact on employee engagement, notably winning the [Customer Value Leadership Award for WEM Gamification Solutions](#).

Through the years, Noble Systems has seen many challenges, from legislation for telemarketing and collections, to the internationalisation of the industry, to the consolidation of industry vendors. The company has risen to meet these challenges, working with advocacy groups to promote the industry and providing compliance solutions for its clients, and expanding its solution set to offer the industry's most complete suite of offerings available from a single vendor. The company's intellectual property portfolio including almost 190 patents, such as for Noble's recently released [Conversations Analytics products](#) for real-time and post-call speech analytics, protecting its users' investments in technology.

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The world's smartest contact centre software company.

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James K Noble Jr, President and Co-founder, says: “As a call center owner in the 1980s, I recognized the power that technology could give to our operations, helping agents work more efficiently. With the aid of my father, James K Noble, Sr, we put together a team that became the foundation of Noble Systems Corporation. It has been a tremendous experience to watch the evolution of the industry and to see our organisation emerge as a market leader, through the efforts of the amazing group of people that make up Noble Systems today. I enjoy meeting face-to-face with our customers – at our SNUG events and Customer Open Feedback Forums (COFFee), and through visits throughout the year – to learn about the challenges they face and how we can help them succeed in reaching their goals. I am looking forward to seeing where the next three decades takes us”.

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 185+ patents and growing, Noble leads the way in pioneering solutions for the contact centre market. For more information, contact Ashley Clayton at +61 (0) 3 9008 1700 or visit www.noblesystems.com.

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