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**Noble Systems to Demo Industry-Leading Omnichannel Contact Center and Gamification Solutions at SOCAP International's Customer Care Summit 2019**

*Noble Gamification expert, Todd Smith, to present "Agent Engagement and Gamification in the Modern Call Center"*

**Atlanta, GA (April 9, 2019)** – [Noble Systems Corporation](#), a global leader in omnichannel contact center technology, today announced that it would display its award-winning Gamification and omnichannel contact center solutions at the upcoming [SOCAP International Customer Care Summit 2019](#) (CCS19), April 14 – 17, 2019 at The Hilton Columbus Downtown in Columbus, OH.

SOCAP's CCS19 is designed to help professionals address these critical roles and workplace realities. Through a series of targeted workshops, the Summit is focused on enhancing the skill sets of customer care professionals in key functional areas.

Noble Systems will host attendees throughout the week at their tabletop in the exhibit hall, demonstrating the dramatic impact of its omnichannel solutions on employee engagement, professional development and by extension, customer experience.

**WHO:** Noble Systems

**WHEN:** April 14 – 17, 2019

**WHERE:** SOCAP International's Customer Care Summit 2019  
Hilton Columbus Downtown  
Columbus, OH

Vice President of Gamification at Noble Systems, Todd Smith, will also conduct a workshop to share insights into agent engagement in today's contact center. The interactive session will focus on how gamification is becoming a critical component in the contact center technology ecosystem for improving agent satisfaction, productivity, compliance, and performance, and reducing employee turnover. During this 45-minute discussion, Smith will explore how using gamification to align contact center technology and business intelligence can deliver dynamic results.

**SESSION DETAILS**

**WHAT:** [Agent Engagement and Gamification in the Modern Call Center](#)

**WHO:** Todd Smith, Vice President of Gamification, Noble Systems

**WHEN:** Monday, April 15, 2019, 2:45 pm – 3:30 pm

**WHERE:** SOCAP International's Customer Care Summit 2019  
Hilton Columbus Downtown  
Columbus, OH

Attendees will also learn how to:

- Use gamification strategies to align business objectives with agent activity
- Create equity across disparate groups of agents
- Engage agents to self-evaluate behaviors
- Motivate across the generational spectrum of employees
- Keep supervisors accountable and highly engaged

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.

The right solutions can help manage the 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.

### **About SOCAP International**

Founded in 1973, SOCAP International represents a thriving global profession of best-in-class customer care experts across all industries. SOCAP is a member-driven organization committed to promoting customer care and customer engagement as a competitive advantage in business. The Association's members include vice presidents, directors, managers and supervisors of customer care and consumer affairs from some of world leading brands as well as hundreds of business partner organizations. SOCAP provides the educational tools and professional resources to help its members to drive business transformation within their companies. Additionally, SOCAP's exclusive network gives members access to thousands of customer care experts across the globe. Visit [www.socap.org](http://www.socap.org) for complete SOCAP information.

### **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](http://www.noblesystems.com).

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