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Noble Systems to Present Omnichannel Contact Centre Solutions and Gamification Platform at Employee Experience Summit 2019

World's foremost contact centre solution provider to showcase how gamification improves profitability and customer experience whilst reducing costs and agent attrition

Melbourne, VIC (19 June 2019) – [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, today announced that it will exhibit its analyst-recommended [omnichannel contact centre solution](#) and [gamification platform](#) at the [Second Employee Experience Summit + Next Generation Workplace Site Tour \(EX 2019\)](#). EX 2019 takes place 26 – 28 June 2019, at the Park Hyatt in Melbourne, Victoria, Australia.

“The value of an engaged workforce to an organisation’s vitality cannot be understated”, said Brett Brosseau, VP of Noble Gaming Solutions. “When employees are engaged, they become more invested in their company’s customer service processes and more interested in identifying ways to improve customer experiences and personalising interactions to solve unique problems with enthusiasm”.

Research shows that companies with engaged employees see 2.5x more revenue than competitors. To meet the challenge of the next generation coming into the workplace, [Clariden Global](#) has brought together a select group of leading HR executives and thinkers for EX 2019. The two-day event will include networking, keynote sessions, panel discussions, interactive roundtables and site tours with insightful case studies of successful HR programs providing actionable takeaways to bring back to the office.

Noble Gamification is a unified employee engagement platform designed to increase agent productivity and reduce attrition in call centres. As a featured exhibitor in the EX 2019 expo hall, Noble Systems will demonstrate the features, functionality and integrations that power its award-winning [patented contact management technologies](#) and [Noble Gamification solutions](#), the latter of which Frost & Sullivan awarded the 2018 Customer Value Leadership Award for Workforce Engagement Management (WEM) Gamification Solutions.

For contact centre leaders worldwide, disengaged agents can affect call center performance, and by extension customer loyalty. Noble leverages game mechanics across the employee generational spectrum to ultimately align the client’s objectives with their employees’ activities. The product’s unique approach creates equity and normalises KPIs across disparate groups and campaigns and includes built-in redemption tools to quickly deliver rewards.

“The Employee Experience Summit provides a valuable forum for companies to engage with next generation workplace thought leaders to explore the many unique approaches to delivering an optimal customer experience”, said Ashley Clayton, Managing Director of Noble Systems Australia. “We are excited to engage with industry leaders and we look forward to exhibiting our solutions that will help achieve their goals”.

About Clariden Global

Clariden Global is the pre-eminent and influential global business leadership institution. Today, Clariden Global hosts global executive education and major conference events around the world in nine countries, including Singapore, London, Australia, China, Malaysia, Indonesia, Hong Kong, South Africa and UAE. They partner with renowned professors from influential universities such as Wharton, Stanford, Columbia, Michigan and London Business School to provide principal thought leadership in executive education. Clariden Global also partners with global institutions such as ACCA for influential events catering to the senior financial leadership community around the world. Their mission is to provide global knowledge for the world business leaders. Learn more at <https://www.claridenglobal.com/>.

About Noble Systems

Noble Systems Corporation 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 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 dialling, blended processing, recording and monitoring, IVR, messaging, interaction analytics, process automation, workforce management and gamification. With a portfolio of 190+ 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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