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Noble Systems Issued 200th Patent for Contact Centre Technology

Manchester, UK – October 16, 2019: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, announces the issuance of its 200th U.S. patent. This milestone reflects the company's ongoing commitment to maintaining a strong patent portfolio program, protecting Noble Systems' product innovations in order to safeguard technology investments and business advantages for its clients.

Noble Systems' 200th patent is for the company's customer experience enhancing technology which allows agents to interact with customers over multiple channels concurrently (#10,447,853 "Graphical User Interface for Managing Multiple Agent Communication Sessions in a Contact Center"). This innovation allows increased agent control in Noble's agent desktop ([Noble Composer](#)) for handling multiple sessions involving multiple communication channels. Agents can more easily navigate between simultaneous sessions with multiple contacts through a better human-interface design. The Noble Composer agent interface provides for the concurrent display of sessions and controls which session the agent is actively handling and what information is displayed on the agent interface for each different session.

Noble's IP Team has been busy so far in 2019, acquiring more than 25 new patents year to date – matching the company's portfolio growth for 2018 – and is on track to post a record year for new patents issued. Every member of the company is able to participate in the company's IP Innovations Program, which recognises team members' collaboration in developing new technologies, and more than 50 employees have their names on patents for Noble Systems.

"Noble Systems is excited to reach this milestone, in the same year that we [celebrate our 30th anniversary](#). We believe that investing in the best people and the best research and design in the business leads to the development of superior products. The Noble team works diligently to find creative new solutions to industry challenges," stated Jim Noble, President and CEO of Noble Systems. "Our in-house IP team then takes the essential next step to protect these innovations. Noble Systems has made securing our solutions for the future a core focus of our business, creating a key differentiator for our clients."

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 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, robotic process automation, decisioning, workforce management and gamification. With a portfolio of 200 patents and growing, Noble leads the way in pioneering solutions for the contact centre market. For more information, contact Sian Ciabattoni on 0161 772 7100 or visit www.noblesystems.com.

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