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Noble Systems Introduces Noble Gamification 2.0

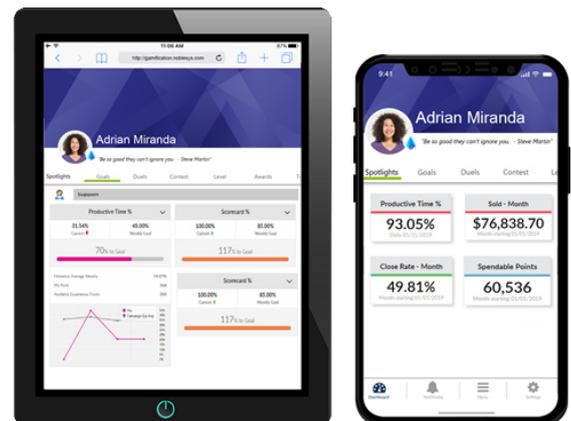
Unified contact centre technology leader adds mobile app and new tools for employee recognition

Melbourne, AU – 29 October 2019: [Noble Systems Corporation](#), a global leader in omnichannel contact centre technology solutions, announces the release of [Noble® Gamification 2.0](#), adding powerful new functionality to its [award-winning employee engagement solution](#).

Noble Gamification is a unified employee engagement platform designed to increase agent productivity and reduce attrition in call centres. Noble leverages game mechanics across the employee generational spectrum to ultimately align the company's objectives with their employees' activities. The product's unique approach creates equity and normalizes KPIs across disparate groups and campaigns, and includes built-in redemption tools to quickly deliver rewards.

One of the highlights in the new version is Noble's Gamification Mobile application, a winner of the [2019 Communications Solutions Product of the Year Award](#).

The mobile application allows players to see their goals and achievements from anywhere, see what other players are doing and open new challenges, view rewards and update their profile. Players get push notifications when they win and can redeem prizes in off-hours, so they can maintain productivity whilst they are at work. Additional features include the new Bling Bazaar for non-monetary rewards, enhanced reward management tools with store and pricing tools to normalise the economy and location-based rewards and upgraded security settings.



Ashley Clayton, General Manager at Noble Systems, said “Our introduction of Noble Gamification in early 2018 sparked a wide interest from the marketplace, as well as from existing Noble users. More companies are placing an increased operational focus on employee engagement, and our Gamification offering appeals to today's Millennial and Generation Z employee teams. We use both intrinsic and extrinsic motivation factors to promote and reinforce desired behaviours and gain greater buy-in. Companies are seeing multi-fold benefits across all levels of the organisation, including increased productivity, decreased employee turnover, higher profits, reduced training costs, improved employee morale and accelerated learning.”

Noble Gamification is available for on-premise and cloud platforms.

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, robotic process automation, decisioning, workforce management and gamification. With a portfolio of more than 200 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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