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Noble Systems Receives Frost & Sullivan's Market Share Leadership Award for Seventh Consecutive Year

Atlanta, GA – December 3, 2019: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, has received the **Frost & Sullivan 2019 Market Share Leadership Award** for the North American Outbound Dialing Systems market. Noble Systems has received the market leader ranking for the seventh consecutive year. With three decades of experience, Noble continues to set itself apart from other vendors through its key performance drivers, such as feature-rich solutions, depth of innovation, strength of offering, and commitment to its user experience.



Frost & Sullivan presents the North American Outbound Dialing Market Share Leadership Award each year to the company that has demonstrated excellence in capturing the highest market share within the industry. The company's broad portfolio of [omnichannel customer and employee experience solutions](#), reputation for industry advocacy, key strategic initiatives, and [focus on innovation, which is reflected in its patented technologies portfolio](#), differentiates it in the market place. Noble Systems has maintained its leadership position through the brand strength of its single-code premise and cloud offerings for contact centers and customer communications and its ability to tailor solutions that meet each client's unique business needs.

"Noble Systems' seventh successive year as the leader in the Outbound Dialing Systems market is a significant achievement. Successful companies in this market have moved beyond transformed outbound offerings into interactive and proactive customer contact solutions that are integrated with all areas of customer contact, while improving dialing algorithms and providing solutions that address government regulations on consumer protection and privacy," said Nancy Jamison, Principal Analyst, Digital Transformation at Frost & Sullivan. "Noble Systems continues to shine in terms of offering proactive and interactive outbound solutions, but also has staked a solid reputation on offering a complete, integrated portfolio of customer contact applications, with its analytics, AI, workforce engagement and gamification offerings. These solutions enable customers to take their contact centers to the next level in terms of customer and employee satisfaction, resulting in the downstream benefits of reduced employee and customer churn and increased revenue and brand loyalty."

Chris Hodges, senior VP sales and marketing at Noble Systems, states, "Noble Systems has been providing superior contact center technologies and services to help companies improve the customer experience for [more than three decades](#). The growing focus on the omnichannel journey and [agent](#)

[engagement](#) offers new challenges, and new opportunities, for contact centers. We are honored to again be recognized by Frost & Sullivan for our best-in-market solutions, extending beyond traditional outbound services to create an overall customer care strategy, such as with our [workforce engagement and gamification solutions](#). Claiming the top spot for a seventh time is a testament to the dedication of our entire team at Noble Systems to delivering the most complete, platform-agnostic customer communications offering available from a single vendor.”

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 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 dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, robotic process automation and automated decisioning, workforce management, and gamification. With a portfolio of 200+ 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.

About Frost & Sullivan

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