

# NOBLE SYSTEMS

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**Noble Systems to Lead Agent Performance Think Tank Session and Showcase Award-Winning Contact Center Solutions at Customer Contact Week Winter Expo**

*Brett Brosseau, Noble VP of Gaming Solutions, and Chip Hellmann, AMCOL CEO and Noble Systems' customer, to share results and proven strategies for improving contact center performance with agent engagement through gamification*

**Atlanta, GA (January 21, 2020) – [Noble Systems Corporation](#)** (Noble Systems), a global leader in omnichannel contact center technology, today announced that it would display its [Workforce Engagement \(WEM\)](#) and [Gamification](#) solutions at the [Customer Contact Week 2020 Winter Expo](#), to be held January 28 – 31, 2020, at the JW Marriott in Nashville, TN.

On Thursday, January 30, [Brett Brosseau](#), vice president of Noble Gaming Solutions and Noble's resident gamification expert, will host a [Think Tank Session](#) focusing on agent performance. Accompanied by customer Chip Hellmann, CEO of AMCOL Systems, Brosseau will detail how gamification increases contact center agent engagement and performance, affecting positive change in behavior and customer experience.

**WHO:            Brett Brosseau, VP of Noble Gaming Solutions  
                    Chip Hellmann, CEO of AMCOL Systems**

**WHAT:            How to Improve Performance with Agent Engagement and Gamification**

**WHEN:           Thursday, January 30<sup>th</sup>, 2020  
                    10:50 am - 12:25 pm**

**WHERE:           CCW Winter Expo, JW Marriott, Nashville, TN**

Hellmann will also lead a "Meet the Customer" presentation at Noble Systems' booth (215) on Friday, January 31<sup>st</sup> from 9:20 am – 10:50 am, sharing specific improvements and business benefits achieved by AMCOL after it deployed Noble Systems' omnichannel solutions.

Formerly known as Call Center Week, Customer Contact Week (CCW) is the world's largest customer contact event. CCW convenes more than 3,000 customer experience experts from around the world to share best practices and how emerging technologies are reshaping how businesses interact with their respective customers.

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Noble Systems will host attendees throughout the week at booth #215, offering live demonstrations that showcase the value and competitive advantage attained through its portfolio, including the [recently released Noble Gamification 2.0](#) and Noble Gamification Mobile, for which the company earned the [2019 Communications Solutions Product of the Year Award](#).

**WHO:** Noble Systems

**WHAT:** [Customer Contact Week 2020 Winter Expo](#)

**WHEN:** January 28 – 31, 2020

**WHERE:** Booth #215, JW Marriott, Nashville, TN

Enterprises worldwide optimize customer engagement with [Noble Systems' omnichannel inbound/outbound contact technologies, workforce management, conversational analytics and self-service solutions](#).

For businesses that need their contact centers to help customers achieve desired outcomes as efficiently and quickly as possible, Noble Systems is a trusted partner that combines 30 years' industry expertise with the industry's most comprehensive portfolio of omnichannel contact center, workforce engagement management and business intelligence solutions.

## 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 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 center market. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit or visit [www.noblesystems.com](http://www.noblesystems.com).

## About CCW

Started in 1999 as Call Center Week, CCW is the world's largest customer contact event series. With an optimized balance of conference and expo, CCW is the place where customer care, CX, and contact center leaders come together. In 2018 we introduced our new look as Customer Contact Week. CCW is brought to you by the Customer Management Practice – the Analyst, Advisor, and Industry Network for all things Customer Management. For more information, visit <https://www.customercontactweekdigital.com/>.

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