

For Immediate Release

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Pastdue Credit Solutions Continues Growth with Noble Systems

Manchester, UK – 27 January 2020: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, is pleased to announce the recent migration from Premise to Cloud for our valued, longstanding client [Pastdue Credit Solutions Ltd](#) – one of the UK's fastest growing debt recovery agencies.

Pastdue Credit Solutions work for some of the UK's largest companies to help them recover past due accounts from their account holders. They have been a Noble customer for over 10 years and first purchased a Premise-based Contact Centre solution. Since then, they have grown rapidly, expanding their offering to include BPO services, and have added an additional site. The recent migration to the [Noble Cloud Contact Center](#) included the successful Go Live of Multi-Session, [Omnichannel](#) (Email, SMS, Web Chat) and Secure Payment Assist.

The Glasgow based organisation also uses [Noble ShiftTrack Workforce Management](#) to manage their multi-site agents' time effectively with customised agent reports, forced adherence and planning optimisation. As part of the new Cloud solution, they will be fully omnichannel with agents multi-tasking and toggling between voice, email and webchat.

James Riley, VP Sales & Marketing said, "We're pleased to continue this solid partnership with Pastdue Credit Solutions. They have grown rapidly over the years and have embraced technology to enhance their customer journey and also their agent satisfaction".

[Noble's Secure Payment Assist \(SPA\)](#) feature gives Pastdue a vital tool for safeguarding sensitive customer data while improving the customer experience. Securing credit card and payment information is critical for organisations taking payments over the phone and improving data security for consumers is a leading initiative throughout the industry. Noble SPA utilises Noble's patented technologies for agent-assisted transactions to help manage payments in a protected environment. Using automated tools with touch-tone and data masking, Pastdue Credit Solutions can eliminate PCI scope, reduce the risk of fraud and theft, lower costs, improve agent workflows and create a better customer experience.

In addition, Noble have worked with Pastdue Credit Solutions to enhance their IVR and to offer their customers the option to make payments via self-service, reducing the need to speak to an agent and at the same time reducing customer wait time and average handle time, allowing agents to prioritise meaningful customer interactions.

Joshua Anthony, Direct of Business Development said, "Our investment in our new Noble Cloud solution forms part of our vision to improve customer experience. The solution gives us the ability to offer our customers and clients a fully integrated multi-channel communications platform

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(Omnichannel). Through coupling this platform with our customer portal, we are enhancing our service to enable customers to self-serve 24/7 and choose their preferred communication channel. The new multi-channel communications platform will support customer engagement via phone, text message, email and webchat to enhance customer and client experience. A key objective of our business has been to invest in our technology capability and this latest release will provide us with immediate access to the most advanced features in communications technology. The platform also provides scalability which supports our rapid growth and planned multi-site ambitions.”

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 more than 210 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 noblesystems.com.

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