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Noble Systems to Host Webinar Demonstrating how to use Gamification to Acquire and Retain your Best Collectors

Pioneer in omnichannel technology to outline how contact centres can increase productivity and efficiency of collectors by leveraging gamification

Melbourne, AUS (2 March 2020) – [Noble Systems](#) today announced they will host an educational webinar this Tuesday, 3rd March titled, [“Collect More & Retain Your Best Collectors with Gamification”](#) that will discuss how gaming technology can improve the overall experience of contact centre agents working in the collections industry ([Register here](#)).

A staggering 71% of all employees report disengagement at work, yielding a costly 26% attrition rate in the call centre industry. Modern organisations are turning that around by leveraging unified Gamification platforms that harness the motivational power of rewards, recognition, peer collaboration, mastery and autonomy. This is resulting in a dramatic lift in discretionary effort employees are putting forth at work.

During this 60-minute session, Vice President of Noble Gaming Solutions, Brett Brosseau, and Enterprise Gamification Specialist, Ineke Carey, will explain how organisations within the credit and collections industry can leverage gamification to increase productivity and efficiency of collectors, dramatically improve employee retention and accelerate desired learning outcomes – all culminating in a dramatic impact on the bottom line.

WHAT: [Collect More & Retain Your Best Collectors with Gamification](#)

WHO: Brett Brosseau, Vice President of Noble Gaming Solutions, Noble Systems
Ineke Carey, Enterprise Gamification Specialist, Noble Systems

WHEN: Wednesday, 4 March 2020, 10:00 AM - 11:00 AM AEST

[Register here.](#)

Consumers often find collections calls to be intrusive, frustrating and embarrassing. Debt collection contact centre agents face stress, angry customers and other emotionally taxing challenges every single day. In addition, they do their jobs knowing that their employer can lose customers forever if they mismanage these delicate engagements.

NOBLE SYSTEMS

Agent attrition is an epidemic in contact centres as agent tenure decreases each year. [Noble WEM](#) and Gamification solutions help keep agents motivated and focused. Using game mechanics, [Noble Gamification](#) drives desired behaviours, leverages science-based motivational techniques to train, provides ongoing feedback to collectors and rewards them for improved business outcomes.

In addition to workforce engagement solutions, Noble Systems offers a comprehensive suite of technologies that increase right-party contact rates, streamline the communications process and promote advanced list management and dialling strategies that help maintain compliance. Real-time and post-call speech analytics, integrated agent monitoring and interaction recording provide valuable insight for quality assurance, and single/dual recording and wireless number dialling solutions are available in a PCI-Ready environment.

About Noble Systems

Noble Systems Corporation 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 and decision, 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 Ashley Clayton at +61 (0) 3 9008 1700 or visit www.noblesystems.com.