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Noble Systems Offers Help for Contact Centres with a Quick Transition to Work-from-Home and Employee Engagement Tools

Contact centre and employee engagement leader helps companies move to work-from-home teams in only 2 days

Melbourne, AU – 15 April 2020: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, is helping companies maintain business continuity during the COVID-19 crisis by transitioning their contact centres to remote and work-from-home environments.

The [Noble Contact Centre Remote offering](#) can be up and running in as little as 2 days and includes Noble's enterprise-class cloud contact centre technologies, with ACD, IVR, and interaction recording solutions, delivered with the company's industry-leading 100% uptime SLA. Noble Systems gives organizations a fast move to the cloud environment, using its streamlined SmartStart® go-live process and no hardware requirements. Companies can continue to serve their customers and maintain productivity and business operations while complying with business restrictions and giving employees the opportunity to practice social distancing for their safety.

[Noble Gamification](#) can help keep employee teams engaged and connected, even though they are physically separated. Gamification encompasses healthy competitions and recognition for achievements, employee collaboration and socialisation, and continuous coaching and feedback to help promote performance, provide team members with clear expectations, and keep employees working towards business goals. With an integrated Learning Management System, Gamification also allows employees to improve their skills and learn new ones, even while they are working away from the office.

"The current pandemic has had a profound impact on business around the world, causing organisations to have to quickly adjust, adopt new practices and find different ways to get the job done whilst still providing a positive customer experience," said Chris Hodges, SVP sales and marketing. "Noble's [Cloud Contact Centre](#) is designed to give companies exactly the type of flexibility they need to respond to these new challenges, and our service level reliability is unmatched in the industry. Adding the power of Gamification to keep your team connected even when they are far apart can help companies make the transition easier, helping employees stay engaged and productive in the midst of a distracting time."

About Noble Systems

Noble Systems is a global leader in the customer communications industry, providing innovative solutions for Contact Centre, Workforce Engagement, Analytics and Gamification 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 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.

The world's smartest contact centre software company.

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