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### Noble Conversations Analytics Insight 2.0 Named a 2020 Product of the Year

Melbourne, AU – 16 July 2020: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, announced that [TMC](#) (a global integrated media company) has awarded **Noble® Conversations Analytics 2.0 a 2020 Communications Solutions Product of the Year Award**.

[Noble Conversations Analytics Insight 2.0](#) provides deeper vision into your customer interactions, so you can continually improve quality and build a better customer experience. The new “Comparative Cloud” allows you to compare the used phrases in unsuccessful calls versus those that are successful.

Using Noble’s intelligent speech analytics framework and world-class text transcription engine, the Comparative Cloud functionality makes it easier than ever to find the right phrases to use on customer interactions to get the best possible outcome – as well as those that should be avoided. With Noble CA Insight, you’ll be able to easily compare how your least successful agents are communicating in comparison to your most successful agents.



Chris Hodges, Noble’s Senior VP Sales and Marketing, said, “The ability to monitor conversations, both in real-time and post-call, is becoming increasingly important, particularly as more agents are working remotely. Proactive feedback and coaching can help keep agents connected and engaged, while maintaining the quality of customer service. Our Comparative Cloud makes it easier than ever to find the right phrases to use on customer interactions to get the best possible outcome – as well as those that should be avoided. We are excited to have this innovation recognised as a game-changer by TMC”.

“Congratulations to Noble Systems for being honoured with a Communications Solutions Product of the Year Award”, said [Rich Tehrani](#), CEO, TMC. “Noble’s Conversations Analytics Insight is truly an innovative product and is amongst the best communications products and services available on the market today. I look forward to continued excellence from Noble in 2020 and beyond”.

#### 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](http://www.noblesystems.com).

### **About TMC**

Through education, industry news, live events and social influence, global buyers rely on TMC's content-driven marketplaces to make purchase decisions and navigate markets. As a result, leading technology vendors turn to TMC for unparalleled branding, thought leadership and lead generation opportunities. Our [in-person](#) and [online](#) events deliver unmatched visibility and sales prospects for all percipients. TMC is a 360-degree marketing solution, we offer comprehensive event and road show management services and custom content creation with expertly ghost-crafted blogs, press releases, articles and marketing collateral to help with SEO, branding, and overall marketing efforts. For more information about TMC, please visit [www.tmcnet.com](http://www.tmcnet.com).