

## For Immediate Release

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### Noble Gamification 2.1 Receives “2020 Contact Center Technology Award”

Manchester, UK – 29 July 2020: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, is excited to announce that its innovative Noble® Gamification solution has received the “2020 Contact Center Technology Award”, presented by [CUSTOMER magazine](#) and [TMC](#).

[Noble Gamification](#) software helps companies increase employee engagement, resulting in increased productivity and reduced attrition across the generational spectrum of agents and at all organisational levels. Gamification technologies use challenges and competitions to make it easier to train and motivate team members by recognising achievements and rewarding them for meeting business goals. [Noble Gamification 2.1](#) levels up with even more value, including Employee Performance Triggers which allow users to quickly respond to dips in individual performance through automated calls to action that help course-correct an employee’s behaviours. Awards Redemption Analysis features for monetary and non-monetary rewards help manage costs and budgets whilst expanding employee recognition programs.



“We are honoured by TMC’s acknowledgment of our ongoing commitment to help companies improve the customer experience”, said Chris Hodges, SVP sales and marketing. “The industry has been quickly embracing agent-focused solutions, investing in tools that enrich the employee experience. Noble Gamification helps companies create a win-win environment, increase agent productivity and retention and foster a [stronger corporate culture](#), which all contribute to higher customer satisfaction”.

“Congratulations to Noble Systems for being awarded a 2020 *CUSTOMER* Magazine ‘Contact Center Technology Award’. Noble Gamification has been selected for demonstrating innovation, quality and unique features which have a positive impact on the customer experience”, said [Rich Tehrani](#), CEO, TMC. “We’re pleased to recognise their achievement”.

The 15th-annual “Contact Center Technology Awards” honour vendors that embrace technology as a key tool for customer service excellence. The award distinguishes their success as innovators, thought leaders and market movers in the contact centre and customer care industries.

#### 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 and 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 Sian Ciabattoni on +44(0)7967384944 or visit [www.noblesystems.com](http://www.noblesystems.com).

### **About *CUSTOMER* magazine and TMC**

Since 1982, [CUSTOMER](http://www.customermagazine.com) magazine (formerly *Customer Interaction Solutions*) has been the voice of the call/contact centre, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. 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. For more information about TMC, please visit [www.tmcnet.com](http://www.tmcnet.com).

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