

## ***For Immediate Release***

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## **PACE Commends Noble Systems for Contributions in Customer Engagement and Industry Advocacy**

Manchester, UK – 21st October 2020: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, is honoured for its recent recognition by the [Professional Association for Customer Engagement \(PACE\)](#). The awards were presented earlier this month at the [PACE ACX Virtual](#) conference. Noble Systems was recognised for its contributions to the contact centre industry in several areas, including the **Technovation Award**, **Best of Show Award** and the **Tim Searcy Award for Advocacy**.

The Technovation Award, which recognises innovation in products and services within the industry, was awarded to [Noble Conversations Analytics Insight](#). Noble's Insight solution provides deeper vision into customer interactions, so companies can continually improve quality and build a better customer experience. Insight's Comparative Cloud and transcription engine make it easy to analyse interactions across all channels, allowing users to easily compare how their least productive agents are communicating in comparison to their most productive agents – helping them establish best practices to use on customer interactions to get the best possible outcome.

The Tim Searcy Award for Advocacy was awarded to Karl Koster, Noble Systems' Chief IP Counsel and PACE Board Member. The prestigious award recognises a PACE member for their advocating efforts for companies that communicate via the contact centre ethically and efficiently. The award carries Tim's name and supports his legacy of activism, leadership, and education.

"Tim Searcy was the catalyst that established advocacy for PACE and for the contact centre industry and we enjoyed the relationship we established over the years", said Chris Hodges, Noble Systems' SVP sales and marketing. "Tim was a tremendous public spokesperson through some of our industry's most challenging times. Tim believed in, and encouraged others, to not just do good, but to represent good on behalf of the entire industry. We're excited to have Karl Koster on our team, carrying out that same spirit and energy to promote and uplift the contact centre community".

In a year when the traditional conference landscape was significantly impacted by the Covid-19 pandemic, organisation hosts and exhibitors alike are having to find new ways to deliver content to their memberships and attendees. The Best of Show Award was presented to vendors for their exemplary use and adoption of PACE's virtual conference platform to help create a valuable attendee experience.

Noble Systems' has been providing customer engagement solutions for more than thirty years and has partnered with PACE for over two decades. Learn more at [www.noblesystems.com](http://www.noblesystems.com).

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*The world's smartest contact centre software company*

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

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