

For more information, contact:  
Sian Ciabattoni, Marketing Director EMEA  
[p] 0161 772 7100 | [e] sciabattoni@noblesystems.com

## **Noble Systems Deploys Latest ShiftTrack Workforce Management Software at National Express to Support 24/7 Operations**

**Manchester, UK – 10 November, 2011:** Noble Systems announces that the latest version of the Noble® ShiftTrack Workforce Management (WFM) system has been deployed into the National Express UK coach contact centre in Birmingham to assist the business in moving to a 24/7 operation and includes the integration of the WFM application into the Mitel telephony system. The call centre provides around the clock support to its customers, booking tickets, providing travel information and handling written correspondence. National Express is using Noble's ShiftTrack WFM solution to schedule staff shift patterns and forecast volumes for customer calls and workload in their contact centre. This will help ensure that the staff with the appropriate skill-set can answer calls within service level targets, as well as enabling it to achieve tangible efficiency gains.

Golam Rabbani, Performance Manager for National Express comments: "As a Noble ShiftTrack user, we have been able to integrate our systems together and produce consolidated centre performance statistics. This has saved us over 45 hours a month in manual work, as our reporting is streamlined within the bespoke Agent Analytic software, which has been created for us. This allows the management team to pull out individual and centre stats on specific KPI's whenever needed, without going into different reports. Since upgrading to the new version of ShiftTrack 5.5.2 we are able to monitor adherence more effectively and manage real-time more closely to the schedule produced. We recently moved to a 24/7 operation in July and have integrated ShiftTrack to enable us to improve how we manage our staffing requirements. ShiftTrack supports our day to day operation from real-time to staffing, whilst monitoring all shrinkage factors, including absence."

National Express is the largest scheduled coach service provider in Europe. In the UK, the distinctive white National Express coaches operate to nearly 1000 destinations and carry over 19 million customer journeys a year. Eurolines, the European arm of National Express, additionally operate to over 500 destinations within Europe and Ireland.

Ashley Clayton, Noble Systems' WFM Business Manager adds, "We are excited to be working with National Express as they take advantage of the benefits of Workforce Management and the ShiftTrack product to improve and grow their contact centre operations, and to increase efficiencies in managing their staffing needs."

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**About Noble Systems**

Noble Systems is a global leader in contact centre technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 4,000+ client installations worldwide using the award-winning Noble platform for inbound/outbound/blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive dialling; unified contact processing; and integrated IVR, recording, messaging, quality/monitoring systems, scripting, and real-time reporting and management tools. Noble Systems was the first vendor to offer an open, scalable, fully-distributed platform.

In October 2011, Noble Systems acquired Open Wave, one of the world's leading specialists for enterprise-wide Workforce Management solutions specialising in forecasting and staff scheduling. ShiftTrack solutions enable companies to have the optimum number of staff at the right time with the right skills, this is essential to a business's success and profitability. ShiftTrack software is used worldwide by major organisations including World Vision, IAG, Sky, Vodafone, RAC, Woolworths, Avon, TD Waterhouse, AMP, BT financial and many others.

For more information, contact Sian Ciabattoni at 0161 772 7100 or visit [www.noblesystems.com](http://www.noblesystems.com).

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