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Noble Systems White Paper Explores New Rules of WFM

Global contact center technology provider outlines key consideration technology decision-makers face when selecting a Workforce Management (WFM) software solution

Atlanta, GA – December 20, 2011: Noble Systems Corporation, a global leader in unified contact center technology solutions, today released a new white paper designed to help clear away the marketing clutter of more than three decades of evolution in the Workforce Management (WFM) space and explain what is most important for today’s technology decision-makers to consider.

“The WFM landscape has evolved a great deal, even in just the last two or three years,” said Chris Hodges, Senior Vice-President of Sales of Noble Systems. “This paper is designed to help CTOs and technology decision-makers make good choices in the face of an unprecedented array of solutions, feature sets and marketing materials.”

Written by product experts at Noble Systems, the paper contends that a new generation of innovative and easy-to-use WFM solutions have changed the rules. Led by Noble® ShiftTrack™, the new class of contact center WFM solutions allows managers to quickly implement and realize immediate benefits. They come with self-service modules that empower agents, changing the dynamics of contact centers and freeing supervisors to dedicate their time to helping customers rather than managing agent schedules.

Gone are the days of monthly spreadsheet meetings, laborious data dumps and cost-prohibitive standalone solutions. While the options are better than ever, WFM marketing and sales noise can confuse the issue and leave decision-makers feeling like it’s 2001 all over again. The rules listed above are designed to help cut through the clutter and make the right choice. According to the paper, a WFM solution should:

- Offer all core functions, plus specialized features that serve your company;
- Be available through cloud and hybrid delivery models;
- Tightly integrate with a larger suite of services;
- Seamlessly support blended environments;
- Consider all the nuances of global operational environments;
- Come from a true partner ready to support it over the long haul; and
- Benefit from continued innovation in the months and years to come.



[Download “The New Rules of WFM” white paper.](#)

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About Noble Systems

Noble Systems Corporation is a global leader in unified contact center 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 and blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive dialing; unified contact processing; and integrated IVR, recording, messaging, quality/monitoring systems, scripting, and real-time reporting and management tools. Based in Atlanta, GA, Noble Systems was the first vendor to offer an open, scalable, fully-distributed platform. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesystems.com.

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