Noble SmartAccept® Wins 2017 CUSTOMER Contact Centre Technology Award

Noble Systems’ patented technology improves service levels and decreases hold times

Melbourne, AU – 17 October, 2017: Noble Systems, a global leader in omnichannel contact centre technology solutions, is the recipient of TMC’s “2017 CUSTOMER Contact Centre Technology Award” for Noble SmartAccept®. The award is presented by CUSTOMER magazine.

Noble SmartAccept's patented technology allows companies to reduce hold times, even before they answer a call, making an intelligent decision on whether to answer the call immediately or continue to ring the line based on agent availability. By substantially decreasing hold times, companies can improve key service levels and increase customer satisfaction whilst lowering their telecom costs.

Ashley Clayton, General Manager of Noble Systems Australia, said “We are honoured by TMC’s acknowledgment of our ongoing commitment to help companies improve customer engagement. SmartAccept can eliminate 24 seconds of hold time for the customer, helping businesses cut the average hold time almost in half – significantly reducing ASA and critical service indicators and offering a better customer experience.”

“Congratulations to Noble Systems for being awarded a 2017 CUSTOMER Contact Centre Technology Award. Noble SmartAccept has been selected for demonstrating innovation, quality and unique features which have had a positive impact on the customer experience,” said Rich Tehrani, CEO, TMC. “We’re pleased to recognise their achievement.”

This 12th-annual Contact Centre Technology Award, presented by CUSTOMER magazine, honours vendors that embrace technology as a key tool for customer service excellence. This 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 Management and Analytics technologies. Tens of thousands of agents at 4,000+ 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

The world’s smartest contact centre software company.
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dialling, blended processing, recording and monitoring, IVR, messaging, interaction analytics, decisioning and workforce management. With almost 150 patents, 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.

About CUSTOMER magazine and TMC
Since 1982, CUSTOMER 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 a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, CUSTOMER strives to continue to be the publication that holds the quality bar high for the industry. www.customer.tmcnet.com

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines including Cloud Computing, IoT Evolution, CUSTOMER, and Internet Telephony. TMComp is the leading source of news and articles for the communications and technology industries, and is read by 1.5 million unique visitors monthly. TMC produces a variety of trade events, including ITEXPO, the world's leading business technology event, as well as numerous other industry events (visit TMC Events for a complete listing). For more information about TMC, visit www.tmcnet.com.

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