

PRESS RELEASE

For Immediate Release



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Noble Systems Offers Compliant Call Centre Solutions to Meet New Ofcom Regulations for Predictive Dialling

Leading contact centre technology provider offers fully-compliant call centre solutions

Atlanta, GA – March 29, 2006: Noble Systems Corporation, a global leader in contact centre technology solutions, has been helping organisations prepare for the new regulations with compliant predictive dialling technology systems and an education program for call centres.

Noble Systems UK has taken a leadership position, conducting several Seminars to demonstrate the impact of the new regulations on businesses and to show call centres how they can comply with the new guidelines for silent and abandoned calls. Noble Systems provides high-performance, fully-compliant call centre technology solutions. Having experienced similar legislation in the United States, Noble Systems has seen the effects on call centre business, as well as the successes and opportunities for businesses with the proper tools and technologies in place to meet the new challenges. Most recently, Noble Systems hosted seminars in Glasgow and Northampton.

In addition, Noble Systems has been partnering with its client call centre organisations to develop migration plans in preparation for the stringent regulatory changes announced by the Office of Communications earlier this month. Noble Systems has worked with its clients to prepare a compliance pack which will include site audits to determine each centre's specific requirements for compliance. Most importantly, the compliance pack will include training and any consultancy required to ensure that customers are still able to achieve the highest possible productivity whilst having confidence that they are adhering to the new guidelines. With Noble Systems' annual support plans for clients, the upgrades required for the compliance tools are included in the yearly subscription and are available at no additional charge.

“Noble Systems prides itself as a leader within the industry and has always supported responsible use of its technology. The embracement of the new regulations and the rapid communication to our clients not only demonstrates our commitment in this respect but also ensures that we are meeting the desired Ofcom objective of educating and training users in compliant behaviour,” states Colin Chave, General Manager EMEA.

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“Noble Systems recognizes the importance of the new Ofcom regulations, and the impact they will have on call centre organisations. At the same time, the legislation offers an opportunity to improve the quality of business within our industry,” says James K. Noble, Jr., President of Noble Systems. “We are equally supportive of the companies that are affected by the changes. Those companies that have the tools in place to meet all of the new requirements have a great competitive advantage. The Noble Systems solution has always given our clients a powerful contact centre management tool with advanced features to drive their contact centre activities. Now, our solutions become even more crucial to their operations, by offering the right set of tools to meet the new challenges of the regulatory environment.”

To learn more about Noble Systems’ Compliance Pack, please contact us at 0808.00.66253 or email us at info-uk@noblesys.com.

About Noble Systems®

Noble Systems Corporation (NSC) is a global leader in contact centre technology solutions, providing innovative products since 1989. Tens of thousands of agents at hundreds of client installations worldwide conduct business using the award-winning Noble™ platform for inbound/outbound/blended communications. The scalable, integrated *Noble™ Solution* includes advanced ACD and predictive dialling; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, and real-time reporting and management tools. Based in Atlanta, GA, NSC is a part of the world’s largest teleservices organisation, with operations in over 30 countries. For more information on this item or the company, contact us at +44.(0).118.929.8060 or visit Noble Systems online at www.noblesys.com.

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