

PRESS RELEASE

For Immediate Release



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Noble Systems Helps Contact Centers Supercharge Performance with the Noble Technology and Operations Profile

Global leader in contact center technology solutions offers center optimization services

Atlanta, GA – July 12, 2006: Noble Systems Corporation, a global leader in innovative contact center technology solutions, introduces the **Noble™ Technology & Operations Profile (TOP)** to help companies improve performance and build their contact center business.

The **Noble™ Technology & Operations Profile (TOP)** is designed to help companies identify new opportunities within their contact centers. In this new professional service offering, Noble Systems' professionals will engage in a review of daily center operations to help optimize performance. They will meet with company executives, managers, and agents to explore processes and tools, from staffing and training to management and reporting. A final report includes a Business Summary and Overall Recommendations for People, Processes, and Technology to diagnose potential bottlenecks, outline best practices, and identify paths for improvement.

“We are very excited to introduce the **Noble TOP** program,” states James K. Noble, Jr., CEO and Founder of Noble Systems. “Our clients quickly realize the positive impact of the Noble Solution on their contact center activity. With the **Noble TOP** operational review, we are able to help our clients extend those immediate benefits into other areas of their business. We explore all areas of your call center, including Service Level Delivery, Employee Training, Performance & Results Metrics, Monitoring & Coaching Practices, Organization Structure, Contact Strategy, Call Routing & Efficiency, and Business Process & Workflows, to help them make the most of their resources and technology. It’s just another step in our commitment to being a true contact center technology partner, and not just a vendor.”

About Noble Systems

Noble Systems Corporation (NSC) is a global leader in contact center 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

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communications. The scalable, integrated Noble solution includes advanced ACD and predictive dialing; 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 organization, with operations in over 30 countries. For more information, contact or visit www.noblesys.com.

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