

PRESS RELEASE

For Immediate Release



Contact: Lee Allum
Vice President Marketing
(T): 888.8.NOBLE.8 (888.866.2538)
404.851.1331 x.538
(E): lallum@noblesys.com

4151 Ashford-Dunwoody Rd | Atlanta, GA 30319
(t): 404.851.1331 | (f): 404.851.1421 | www.noblesys.com

Noble™ Composer from Noble Systems Receives “Product of the Year” Award from Customer Inter@ction Solutions Magazine® for 2006

Noble Systems is Honored for Outstanding Innovations in Contact Center Technology

Atlanta, GA – January 22, 2007: Noble Systems Corporation, a global leader in innovative contact center technology solutions, has received a “Product of the Year Award” from Technology Marketing Corporation’s (TMC®) *Customer Inter@ction Solutions*® magazine for **Noble™ Composer**. The **Noble Composer** solution combines flexible scripting features with an intuitive user interface and WYSIWYG design tools, helping contact centers create customized agent desktops with the ease of a graphical layout program. *Customer Inter@ction Solutions* has been the leading publication in the CRM, call center and teleservices industries since 1982™.

Noble Composer takes agent desktop design to the next level, making it even easier for contact center managers to build sophisticated call scripts without the need for complex IT programming. **Noble Composer** provides an intuitive, versatile interface for creating agent desktops. Users can create customized scripts with the flexibility of a desktop design tool, using WYSIWYG (what you see is what you get) tools to build scripts and agent desktops with on-screen layout, drag-and-drop, and point-and-click features; add fields, labels, text, pictures, and buttons; or link to tables, launch external programs, generate screen pops, and more. In addition to the powerful windows-based scripting engine, the Composer features enhanced program launch capabilities, to support direct access to third-party applications from the agent desktop.

“*Customer Inter@ction Solutions* is proud to bestow **Noble Systems** with a 2006 Product of the Year Award. Each year, *Customer Inter@ction Solutions* magazine recognizes companies that have demonstrated excellence in technological advancement and application refinements,” said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Inter@ction Solutions*. “**Noble Systems** has proven they are committed to quality and excellence in solutions that benefit the customer experience as well as ROI for the companies that use them. I am pleased to honor their hard work and accomplishments and look forward to more innovative solutions from them in the future.”

...continued...

PRESS RELEASE

For Immediate Release



James K. Noble, Jr., President & CEO of Noble Systems, says, “With **Noble Composer**, Noble Systems continues our commitment to providing the industry’s most flexible solutions. Composer offers an the intuitive design interface allows managers to write scripts, create agent screens, and integrate multiple applications into a unified agent desktop more efficiently than ever before. We are excited to have this technology recognized by Customer Inter@ction Solutions and TMC.”

The Award listings for the 2006 Product of the Year program will be printed in the January and February 2007 issues of *Customer Inter@ction Solutions* magazine (view the magazine online at www.cismag.com).

This latest honor for **Noble Composer** solution follows the recent recognition from the American Teleservices Association, which awarded Noble Systems with the ATA Technovation Award.

About TMC[®]

Technology Marketing Corporation (TMC) publishes four print publications: *Customer Interaction Solutions*, *INTERNET TELEPHONY*, *SIP Magazine* and *IMS Magazine*. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. In addition, TMC produces INTERNET TELEPHONY Conference & EXPO, The VoIP Developer Conference, VoIP Demo, IMS Expo and Call Center 2.0 Conference. TMCnet.com publishes more than 15 topical online newsletters. For more information about TMC, visit www.tmcnet.com.

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 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 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 Lee Allum at 1.888.8.NOBLE.8 x538 or visit www.noblesys.com.

Noble, Noble Suite, Noble Systems, and the N-logo are trademarks of Noble Systems Corporation.

###