

PRESS RELEASE

For Immediate Release



Contact: Lee Allum, VP 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

Cox Communications Oklahoma City Receives ‘Best Practices Award’ for Contact Center Technology from Noble Systems

Communications Services Leader improves productivity and efficiency in contact center

Atlanta, GA – June 5, 2008: Noble Systems Corporation, a global leader in contact center technology solutions, recently presented the ‘Best Practices Award’ to Cox Communications Oklahoma City. The award was announced at the SNUG 2008 Conference – a gathering of the Select Noble Users Group – held last month in Atlanta, Georgia.

The ‘Best Practices Award’ recognizes Cox Communications Oklahoma City for its use of best practices and methods to achieve maximum results in its daily contact center activities. By “blending” inbound and outbound collections calls, Cox has greatly reduced collector down-time, increasing productivity, and improving dollars collected, saving ‘millions of dollars’ with better collection performance. By adding an inside sales group, Cox has been able to gain as many as 1,000 additional sales units per month through outbound calling. And, when Cox experienced one of the worst natural disasters in Oklahoma history in December of 2007, with over 50% of the service area losing electricity and cable/broadband service due to an ice storm, the company utilized an automated outbound campaign that was instrumental in helping ensure that service was reconnected to its customers efficiently and effectively, saving the company thousands of dollars and hundreds of hours.



Steve Smith (left) accepts the Best Practices Award for Cox Communications.

... Continued ...

PRESS RELEASE

For Immediate Release



The Select Noble Users Group is designed to enhance the client's investment in the Noble contact center management solution. SNUG membership brings a variety of benefits to its members, including programs and events focused on building the relationship between Noble Systems and its clients.

"At Cox Oklahoma, we take pride in leveraging technology to the greatest extent. Noble Systems' predictive dialer and the relationship Cox Oklahoma enjoys with Noble are strong examples of how technology can be maximized to save time and money for our customers and our company," says Christine Martin, Director of Communications for Cox Oklahoma.

"Cox Communications Oklahoma City has shown significant improvements in its contact center operations through the use of technology, extending its use of its blended communications platform from its collections department into its sales and customer service teams. We are proud to have partnered with them as their contact center technology provider, and to see the success they have achieved through the use of the Noble® Solution," says Chris Hodges, Senior Vice President of Sales & Marketing at Noble Systems.

About Cox Communications

Cox Communications is a multi-service broadband communications and entertainment company with more than 6.2 million total residential and commercial customers. The third-largest cable television company in the United States, Cox offers an array of advanced digital video, high-speed Internet and telephony services over its own nationwide IP network, as well as integrated wireless services. Cox Business is a full-service, facilities-based provider of communications solutions for commercial customers, providing high-speed Internet, voice and long distance services, as well as data and video transport services for small to large-sized businesses. Cox Media offers national and local cable advertising in traditional spot and new media formats, along with promotional opportunities and production services. Cox Communications wholly owns and operates the Travel Channel. More information about the services of Cox Communications, a wholly owned subsidiary of Cox Enterprises, is available at www.cox.com, www.coxbusiness.com, and www.coxmedia.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 1,000+ client installations worldwide conduct business using the award-winning Noble® platforms 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, Noble was the first vendor to offer an open, scalable, fully-distributed platform. For more information on this item or the company, contact Lee Allum at 1.888.866.2538 x538 (lallum@noblesys.com), or visit www.noblesys.com.

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

###