

FOR IMMEDIATE RELEASE

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Epilepsy Action Launches the Noble Systems Contact Centre Solution for National Customer Contact Centre

Sydney, Australia – 17 April 2008: **Epilepsy Action** has selected the **Noble® Solution** from **Noble Systems Australia** for blended inbound and outbound contact management in its fundraising center. Noble Systems Australia is a global leader in contact centre technology solutions. **Epilepsy Action** provides education and support services to more than 170,000 members of the Australian community.

Epilepsy Action (Epilepsy) selected the **Noble® Solution** to manage all of its fundraising and call centre activities for its Sydney operation. Noble's unified system gives Epilepsy a single, flexible platform with predictive dialling, a universal queue, built-in database, and support for a high-transaction environment. Noble offers a development environment that will interface with Epilepsy's existing internal applications, offering a significant performance advantage to increase the productivity and efficiency of their call centre. The Noble Solution also includes digital recording, real-time and historical reporting, and strong agent monitoring productivity enhancement tools.

“We wanted to ensure that we selected an experienced technology partner who had extensive experience in the fundraising space and to make certain that this area of our operation fit well with our integrated services marketing strategy. We achieved this with the introduction of the Noble Systems technology,” said Carol Ireland, Chief Executive Officer, Epilepsy Action. “The solution, which has now been in operation for almost three months, greatly improved the visibility of our agents performance, significantly increased agent productivity, and provided us with more customer contacts. Noble Systems has given us a tool that allows us much improved outcomes for our fundraising programs.”

Paul Luketich, Managing Director of Noble Systems, says, “Epilepsy Action provides a range of specialist services, fundraising and corporate services that our vital to the Australian community. Its national call centre is in touch with people around Australia for fundraising and service evaluation. With the Noble Solution, Epilepsy can enjoy a high-performance platform with the flexibility and power to provide first-class services. Noble Systems is honored that Epilepsy Action has joined other fundraising and service organizations – including **Cerebral Palsy League of Queensland, Kidney Health Australia, The Queen Elizabeth Hospital Research Foundation, LifeFlight (NZ),**

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The Epilepsy Centre and RACQ CareFlight – in selecting Noble Systems as its contact centre technology provider and allowing us to bring our contact centre technology expertise and know-how to this organisation.”

About Epilepsy Action

Epilepsy Action provides education and support services to the 170,000 children and adults with epilepsy or other seizure disorders across Australia. In 1952, concerned parents and interested persons founded the Epileptic Welfare Association in Sydney. Today, Epilepsy Action operates throughout Australia, with a highly skilled Board and executive management team guiding more than 100 staff. Epilepsy’s vision is that all Australians affected by seizures will have the opportunity to live confident lives. Its team of highly qualified registered nurses and educators is equipped with a rich base of technical expertise, built up during five decades of services to the community.

Services include:

- Individual service programs - We help to meet the specific needs of an individual and their family. This includes help in managing seizures and opportunities to meet others affected by seizures through 'peer support' programs.
- Community and professional education programs - Our programs for schools, police, nurses and other community groups raise awareness of epilepsy and first-aid to assist some one who has a seizure.
- Information and referral services - This equips individuals, families and community groups with knowledge about epilepsy as well as connecting them with other groups that can help.

For more information go to www.epilepsy.org.au or call 1800 37 45 37.

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 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 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. Noble Systems was the first vendor to offer an open, scalable, fully-distributed platform. For more information on this item or the company, contact us at (+61).2.8222.0500 or visit Noble Systems online at www.noblesystems.com.au.

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- 2 -