

PRESS RELEASE

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Interactions from Noble Systems/Amcat Receives “Product of the Year” Award from Customer Inter@ction Solutions Magazine® for 2007

Noble Systems is Honored for Outstanding Innovations in Enterprise Contact Center Communications

Atlanta, GA – January 8, 2008: Noble Systems/Amcat, 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 **Interactions**. **Interactions** provides the ultimate in flexibility, scalability and management control for contact centers via a comprehensive suite designed on a total IP protocol that provides voice and data communications. *Customer Inter@ction Solutions* has been the leading publication in the CRM, call center and teleservices industries since 1982™.



Interactions uses state-of-the-art technology with a modular open architecture to allow contact centers to deploy a true enterprise communications platform with ACD, IVR, inbound call handling, predictive dialing, email, SMS and more, without the need for a physical hardware connection. **Interactions** acts like a comprehensive nervous system routing voice and data traffic to the appropriate resources based on predetermined business rules regardless of where the resources are located. Companies can view, manage and allocate human resources as a single pool and place agents anywhere as premise, distributed or home-based, and can easily expand system capacity to hundreds or thousands of agents as needed. **Interactions** also incorporates first party call control with robust IP-based PBX for use by the enterprise.

“*Customer Inter@ction Solutions* is proud to recognize **Noble Systems** with a 2007 Product of the Year Award. For over 10 years, *Customer Inter@ction Solutions* has been representing the best in the industry by recognizing the most innovative products and companies that are committed to the advancement of contact center technologies,” 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

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them. I am pleased to acknowledge those who bring groundbreaking technologies to market while providing high quality and superior applications. I look forward to more innovative solutions from them in the future.”

James K. Noble, Jr., President & CEO of Noble Systems, says, “We expect an accelerated deployment of home-based agents over the next five years. **Interactions** embraces distributed resources and creates an enterprise IP system that is fully aware of all resources, and can route and manage voice and data contacts over an enterprise. Noble Systems’ comprehensive suite of contact center applications also provides an excellent foundation and migration path to a Software as a Service environment for both the call center and the enterprise. We are excited to have this technology recognized by *Customer Inter@ction Solutions* and TMC.”

About TMC®

Technology Marketing Corporation (TMC) publishes *Customer Interaction Solutions*, *INTERNET TELEPHONY*, *Unified Communications*, and *IMS Magazine*. Since 1982, *Customer Interaction Solutions* (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. TMCnet, TMC’s Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 6,000 most visited Web sites in the world by alexa.com, TMCnet serves as many as three million unique visitors each month. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. For more information about TMC, visit www.tmcnet.com.

About Noble Systems/Amcat

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; and integrated IVR, recording, messaging, quality/monitoring systems, scripting, and real-time reporting and management tools. Based in Atlanta, GA, Noble Systems was the first vendor to offer an open, scalable, fully-distributed platform. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesys.com.

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