

PRESS RELEASE

For Immediate Release



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Noble WFM Delivers a Flexible, Affordable Contact Center Workforce Management System

Noble Systems introduces a complete forecasting and scheduling solution for centers of all sizes

Atlanta, GA – October 2, 2008: **Noble Systems Corporation**, a global leader in innovative contact center technology solutions, introduces **Noble® WFM**, a powerful and complete workforce management system. Noble WFM provides a robust and affordable forecasting and staffing management solution that is easy to deploy for centers of all sizes.

Noble WFM delivers a flexible solution with dynamic features and world-class technology that automates every facet of the workforce management experience, giving centers the tools they need to succeed in an increasingly complex environment. Noble provides a comprehensive workforce management system that can accurately forecast call volumes, leverage flexible scheduling processes for both call and non-call activities for call center and back-office personnel, and produce reports that measure agent and center performance. The system supports integration to Avaya, Cisco, Nortel, Siemens, and other popular ACDs, and is compatible with other corporate systems and software applications.

Noble WFM helps contact centers automate the process of forecasting call volumes and agent scheduling, ultimately improving service levels and reducing costs. The benefits for a contact center include:

- Add instant value to your contact center by receiving better information to make faster, more informed decisions
- Automate the tedious process of forecasting call volumes and agent scheduling
- Manage your workforce across multiple contact centers and time zones
- Optimize your workforce at a fraction of the cost and significantly build profitability
- Increase productivity by ensuring that the right skills are in the right channels at the right times
- Improve communication between agents and supervisors to view schedules, monitor performance, and streamline common tasks

Noble WFM is available as an integrated component of the unified Noble Solution suite for inbound and outbound customer communications, including predictive dialer, ACD, recording, IVR, messaging, desktop and workflow design, monitoring, and reporting. Noble WFM will become the cornerstone of the

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Noble Workforce Optimization (WFO) Suite, which will combine workforce management with Noble's award-winning quality assurance, scorecard and speech analytics tools to provide contact center management with total visibility into quality and performance.

James K. Noble, Jr., President & CEO of Noble Systems, said, "We are proud to introduce a best of breed workforce management solution into Noble's award-winning contact center platform in a strong end-to-end offering with a mature, proven product. The Noble WFM offering represents the culmination of more than 25 man-years of development time, assuring a complete, full-featured, and robust solution. By unleashing WFM on the large amount of rich data gathered in the Noble contact center solution, we believe our clients will see dramatic improvements in their abilities to forecast activity, manage staffing levels, and monitor performance."

About Noble Systems

Noble Systems Corporation (NSC) is a global leader in contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 2,000+ client installations worldwide 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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