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ParkTrent Properties Group Launches Contact Centre Solution from Noble Systems for Wollongong Customer Contact Centre

Sydney, Australia – 1 April 2008: **Noble Systems Australia**, a division of the global leader in contact centre technology solutions, has been selected by **ParkTrent Properties Group (ParkTrent)** to provide contact centre automation technology to manage all of its telesales and call centre activities for its Wollongong operation.

The introduction of the contact centre technology platform from Noble Systems provides a flexible, custom solution with a universal queue, built-in database, and support for a high-transaction environment. Used primarily as an appointment setting and scheduling tool, the unified system provides a development environment that will interface with ParkTrent's existing internal applications, offering a significant performance advantage. The **Noble® Solution** also includes digital recording, real-time and historical reporting, and strong agent productivity enhancement tools.

"Having invested a lot of time, effort and money into other technology solutions, we were naturally hesitant to move into this area of automation for our contact centre, particularly as we had previous failed experiences with other vendors in this area. These fears were allayed, however with the introduction of the Noble Systems technology," said Rene Cross, General Manager, ParkTrent Properties Group. "The solution, which has now been in operation for almost 3 months, has provided ParkTrent with greater visibility of our agents performance, increased agent productivity, and more customer contacts, along with a strong reporting package. The end result is that Noble Systems has given us a tool that allows us much improved outcomes for all of our calling programs."

Paul Luketich, Managing Director of Noble Systems Australia, says, "The ParkTrent name is synonymous with exceptional quality and customer service in serving families with a very personal but highly considered product – property investment. The Noble® Solution will help ParkTrent take this reputation outside of the property market, extending it to its appointment setting and follow-up programs by providing a powerful technology platform that personalises the experience. We are honoured that ParkTrent Properties Group has selected, and are now utilising Noble Systems as its contact centre technology provider."

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About ParkTrent Properties Group

ParkTrent Properties Group and Cross Country Realty have been operating for over 20 years and have successfully helped thousands of Australian's build wealth and create security through residential property investment. The reason their clients have become so successful is through the education and experience provided by ParkTrent. They ensure the entire process is taken step by step where the personal situation is considered ensuring that the choices made are the choices that best suit the client. Their services extend beyond property choice, to include professional financial solutions, insurance and property management solutions that make all the difference to their client's success.

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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