

# PRESS RELEASE

## For Immediate Release



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## Noble® Composer Web Agent from Noble Systems Receives “Product of the Year 2008” Award from Customer Inter@ction Solutions Magazine®

*Noble Systems is Honored for Outstanding Innovations in Contact Center Technology*

Atlanta, GA – January 14, 2009: Noble Systems Corporation, 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 Noble® **Composer Web Agent**. Composer Web Agent is a powerful agent workflow design and desktop unification tool for web-based agent environments, helping companies improve agent productivity, reduce training costs, increase customer service quality, and leverage technology investments. *Customer Inter@ction Solutions* has been the leading publication in the CRM, call center and teleservices industries since 1982™.



Designed using the Microsoft Windows .NET framework, Composer Web Agent offers unmatched flexibility, and delivers broad spectrum support for browsers and operating systems. Agents have easier access to workflows, data and processes, resulting in increased productivity and an improved customer experience. Noble Composer Web Agent supports Multiple Browsers (Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari, & others), Multiple Operating Systems (Windows, Mac OS X and Linux), and Multiple Agent Devices (Thin Client Desktop, Internet Appliance, Network Computer, MAC, PC, and more) to leverage your existing investments, increase flexibility, reduce costs, and choose from more options for deployment.

“*Customer Inter@ction Solutions* is proud to honor **Noble Systems** for their hard work and accomplishments. Their commitment to quality and excellence benefit the contact center experience as well as ROI for the companies that use them,” said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Interaction Solutions*. “For 11 years, *Customer Interaction Solutions* magazine has recognized the companies which demonstrate excellence in technological advancement and application refinements.” The 11<sup>th</sup> Annual Product of the Year Award winners will be featured in the January 2009 issue of *Customer Interaction Solutions* magazine.

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James K. Noble, Jr., President & CEO of Noble Systems, says, “**Noble Composer Web Agent** reduces the barriers to web-based agent environments. Our flexible architecture reduces licensing costs, and our broad-spectrum support for browsers and operating systems is unparalleled. The Composer Web Agent option helps contact centers leverage investments in their existing applications and technologies to give agents easier access to workflows, data, and tools to increase productivity and improve the customer experience. 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](http://www.tmcnet.com).

### **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](http://www.noblesys.com).

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