

PRESS RELEASE

For Immediate Release



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Noble Systems Takes Clients on “Mission: Optimization” at the SNUG 2009 Conference

Global contact center technology leader hosts 8th annual Select Noble Users Group conference

Atlanta, GA – May 15, 2009: Noble Systems Corporation (NSC), a global provider of contact center technology solutions, hosted its **2009 Users Group Conference** this week in Atlanta, Georgia. The theme of the 8th annual event was “Mission: Optimization”.

The SNUG 2009 Conference combined an exciting mix of business experts, entertainers, and industry leaders, including ESPN Sports Analyst and former NFL player Mark Schlereth, and Call Center Expert Tom Rocca. The Users Group Conference focused on its theme by showing users how they can use the Noble[®] Solution to “Optimize” performance in every area of their contact centers, from technology and operations to their workforce and resources. Attendees learned about recent advancements in the Noble product suites, discussed best practices for contact center operations, discovered emerging contact center technologies and tools, and enjoyed meeting with other users.

The Select Noble Users Group (SNUG) is designed to enhance the client’s investment in the Noble Systems contact center management solution. SNUG addresses current issues influencing the contact center industry as a whole, as well as focusing on specific issues that affect vertical markets. SNUG membership brings a variety of benefits to its members, including programs and events focused on building the relationship between Noble Systems and its clients. Membership in SNUG is included in the Noble Care[®] annual support and maintenance plans, and includes Noble Systems clients worldwide.

James K. Noble, Jr., President and CEO of Noble Systems, said “On this eighth anniversary of our SNUG conference, we knew that it was vital to show our users how they can optimize their operations, doing more with their existing systems and investments to improve performance and reduce costs. The Noble users group brings our diverse contact center users together, giving them a forum to share ideas, learn from each other, discover new products, and provide feedback on our services, as we work to continually expand and evolve the performance and service of the Noble solution.”

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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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