

## FOR IMMEDIATE RELEASE

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## **Res-Q Contact Services Receives ‘Best Practices Award’ for Contact Center Technology from Noble Systems**

*One of the UK’s leading outsourcers improves productivity and efficiency in its contact centers*

**Atlanta, GA – June 9, 2009: Noble Systems Corporation**, a global leader in contact center technology solutions, recently presented the ‘**Best Practices Award**’ to **Res-Q Contact Centre Services**. The award was announced at the SNUG 2009 Conference – a gathering of the Select Noble Users Group – held last month in Atlanta, Georgia.

The ‘Best Practices Award’ recognizes Res-Q for its use of best practices and methods to achieve maximum results in its daily contact center activities. By “blending” inbound and outbound calls with Noble’s seamless call blending platform, Res-Q has been able to reduce queue wait times and virtually eliminate abandon rates. Res-Q considers itself to be on the leading edge of managing productivity while maintaining compliance in the UK, and is continually benchmarking its performance against the competition in its market. New tools, such as SMS functionality, give Res-Q the ability to offer a variety of services for its clients, all managed through a single platform. With the Noble technology, Res-Q has been able to go after new business and to expand its operations.

The Select Noble Users Group is designed to enhance the client’s investment in the Noble contact center management solution. 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.

Res-Q’s Managing Director, Nic Marshall said “We are delighted to be recognized for our deployment of world class contact centre technologies. The Noble platform has transformed our delivery model and underpinned productivity and performance gains. Our customers are advocates of the technology and we are building multi channel contact strategies with them based on Res-Q’s utilization of the Noble solution.”

“As a **Noble® CCS** user, Res-Q Contact Services has shown significant improvements in its contact center operations through the use of technology. We are thrilled that our technology has proven itself to exceed Res-Q’s expectations for call blending and for providing a complete, all-in-one solution. We are proud to have partnered with them as their contact center technology provider, and to see the success

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they have achieved through the use of Noble technologies,” says Chris Hodges, Senior Vice President of Sales & Marketing at Noble Systems.

### **About Res-Q Contact Centre Services**

Res-Q Contact Services was founded in 2006, bringing a fresh outlook to the world of outsourcing. Res-Q utilizes leading edge technologies to offer a thoroughbred solution that has allowed the outsourcer to grow from a single-site outbound telemarketing company into a sophisticated customer contact organization with multiple locations. With a client portfolio that includes some of the UK’s leading brands and 40 years combined experience of designing, implementing and managing complex customer contact strategies, Res-Q are specialists to both the business-to-business and business-to-consumer markets. For more information, contact Matt Marshall on +44 1482 481200 or visit [www.resqcs.co.uk](http://www.resqcs.co.uk).

### **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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