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CBV Collection Services Receives ‘Technology Innovator Award’ for Contact Center Technology from Noble Systems

Leading collection agency recognized for innovations in collections technology

Atlanta, GA – May 13, 2010: Noble Systems Corporation, a global leader in contact center technology solutions, recently presented the ‘**Technology Innovator Award**’ to **CBV Collection Services Ltd.** The award was announced at the SNUG 2010 Conference – a gathering of the Select Noble Users Group – held last month in Atlanta, Georgia.

The ‘Technology Innovator Award’ recognizes CBV for its innovative use of contact center technology to improve its collection center activities. CBV uses the Noble Enterprise solution to manage inbound and outbound contacts at its network of five centers located across Canada. The agency uses the Noble Composer and Noble Mimic tools for agent desktops and has pushed them to create advanced agent workflows, adding functionality and features to make agent work easier.

David DeMerchant, VP Operations for CBV, says, “Noble Systems supports CBV Collection Services as a partner to bring forward innovative solutions to our individual business needs. The Noble platform provides us with the flexibility to push the system beyond standard operations to extend its functionality as we identify new opportunities. Noble provides the information we need for better performance, and gives us the technology to increase account penetration, improve our inbound flow, and build collector productivity.”

“CBV Collection Services is definitely a power-user of the Noble Solution and has challenged our development team to expand the scripting and workflow capabilities in our award-winning Noble Composer product, helping us create new features and add new functionality that can benefit all of our users,” comments Chris Hodges, Senior Vice President of Sales & Marketing at Noble Systems. “We are excited to see the success which CBV has had utilizing Noble’s collection workflow tools and we look forward to meeting their future challenges.”

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About CBV Collection Services Ltd

CBV Collection Services Ltd. provides collection services across Canada to both the private and public sector, for small and large sized businesses. With five offices located in Vancouver, Calgary, Winnipeg, Toronto and Laval, CBV is one of the leading collection agencies in Canada. Founded in 1921, CBV has built an outstanding reputation as a leading provider of collection services for more than 89 years. CBV strives to help its clients improve their profitability and to be responsive to their clients' individual needs by using cutting edge technology and cost effective services.

About Noble Systems®

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 4,000+ client installations worldwide conduct business using the award-winning Noble® platforms for inbound/outbound/blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive dialing; 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. Based in Atlanta, GA, Noble was the first vendor to offer an open, scalable, fully-distributed platform. For more information, contact Lee Allum at 1.888.866.2538 x538 or visit www.noblesys.com.

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