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Noble Systems to deliver all-SIP software solution for Contact Centres Australia

Cloud-based platform to increase capacity, add flexibility and improve disaster recovery capabilities for leading inbound and outbound provider

SYDNEY, Australia – April 13, 2010: Noble Systems Corporation, a global leader in innovative contact centre technology solutions, today announced plans to transition Contact Centres Australia to an all-SIP platform utilizing Noble SIPhony, Noble's newest generation solution that supports contact centre environments regardless of their telephony infrastructure. The cloud-based contact routing platform will add flexibility, increase capabilities and better position the Sydney-based outbound and inbound provider for disaster recovery.

"Noble SIPhony will help Contact Centres Australia continue to grow and deliver outstanding results to their customers," said Paul Luketich, Managing Director of Noble Systems Australia. "The platform empowers companies to achieve greater performance, improve customer service and lower the cost of doing business."

In addition to increasing Contact Centre Australia's overall capacity, the upgrade offers a future-proof solution that provides the ability to expand as needed and adjust to market and technology transitions. The multi-site installation, which includes Contact Centres Australia's headquarters in Surry Hills, will also provide improved agent management and outreach performance in customer service, fundraising, sales, marketing research and other campaigns.

"We expect significant productivity and customer service improvements as a result of this critical transition," said Peter Thomson, a Director at Contact Centres Australia. "The Noble Systems SIP based solution will allow our business to effortlessly expand beyond the confines of our current locations and have agents at any location, even working from home, all seamlessly connected to our head office."

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 4,000+ client installations worldwide conduct business using the award-winning Noble platform for inbound/outbound/blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive

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dialling; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, workforce management, 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 Paul Luketich at +(61)-02-8222-0500 or visit www.noblesys.com.

About Contact Centres Australia

Contact Centres Australia is a leading outbound and inbound call centre in Surry Hills, Sydney. It was established in 2002 and is a wholly Australian-owned operation with an expert management team and capacity to undertake inbound and outbound projects of between 1 to 200 operators. For more information, call 1 (800) 377-000 or visit www.contactcentres.com.au.

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