

PRESS RELEASE

For Immediate Release



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Noble Systems Helps Contact Centers Grow Their Businesses at the 2010 Select Noble Users Group Conference

Global contact center technology leader hosts 9th annual SNUG event

Atlanta, GA – March 25, 2010: Noble Systems Corporation, a global provider of contact center technology solutions, will host its **2010 Users Group Conference** next month in Atlanta, Georgia. The theme of this year's event, to be held April 27 – 29, is "Innovate and Accelerate".

The SNUG 2010 Conference combines business experts, industry leaders, and product specialists to help users optimize their investments in Noble's suite of contact center technology solutions. Special guests include noted Call Center Expert Donna Fluss, author of *The Real-Time Contact Center*, and Tom Rocca, an industry ambassador and Board Member with the Society of Consumer Affairs Professionals and the International Customer Service Association, as well as Past-Chairman of the American Teleservices Association. The Users Group Conference focuses its theme by showing Noble users how they can use innovative ideas and technologies to accelerate performance in every area of their contact centers, from technology and operations to their workforce and resources. Attendees will learn about recent advancements in the Noble product suites, discuss best practices for contact center operations, discover emerging contact center technologies and tools, and network with other users to share ideas. Learn more at www.nobleusersgroup.com/SNUG2010.htm.

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 the ninth anniversary of our SNUG conference, the industry continues to face business and economic challenges. As their technology partner, we know that it is vital to show our users how they can optimize their operations, doing more with their existing investments to improve performance and reduce costs. We also look forward to welcoming

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our first-time attendees from our TouchStar and TDI/Liberation product lines. 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.”

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 4,000+ 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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