

PRESS RELEASE

For Immediate Release



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Noble Systems releases results of North American contact center survey *Participating firms anticipate business growth or stability in overwhelming numbers*

ATLANTA, Ga. – March 22, 2010: Noble Systems Corporation, a global leader in innovative contact center technology solutions, today announced the results of a comprehensive survey of more than 1200 independent contact centers throughout North America. Commissioned by Noble Systems, the survey revealed that 97 percent of respondents expect their businesses to grow or remain stable in 2010, a sign of strong confidence in the industry.

“The survey confirms something we’ve known for years: the contact center industry is one of the most dynamic and fastest-growing sectors in the U.S. economy,” said James K. Noble, President and CEO of Noble Systems. “The overwhelmingly positive response reflects the strong diversity and innovation in the field today. Contact centers are an integral part of customer relationship management in an increasingly global and virtual marketplace.”

Conducted in February, the survey sought input from contact center managers about their businesses and the state of the industry as a whole. The survey was aimed at 1,275 companies from locations across North America serving a variety of sectors including collections, travel, health care and more.

According to the survey, 48 percent of respondents indicated an expectation that their business would grow in 2010 while 49 percent believed it would remain consistent. Only three percent of participating contact centers anticipated a revenue reduction for the year.

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 more than 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, call 1.888.8NOBLE8 or visit us on the web at www.noblesys.com.

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