

PRESS RELEASE

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Noble Systems Sponsors South West Contact Centre Customer Service Award

Manchester UK – 3rd August, 2010: Noble Systems, a global leader in innovative contact centre technology solutions, has recently supported the second annual South West Contact Centre Awards. The 2010 Award Ceremony was held at the Grand Hotel in Bristol at the end of June, attended by over 300 contact centre professionals. The South West Contact Centre awards recognise and reward commitment, innovation and excellence among the region's 52,000 contact centre workers.

Noble Systems was delighted to sponsor the Customer Service Award, which has a strong focus on excellence in customer relationship, and ties in with Noble Systems' commitment to superior customer contact technology. The unified Noble platform provides all the tools that a contact centre requires to provide outstanding customer service, enabling a seamless integration between all forms of communication whether via the telephone, email, web or SMS.



Roy Holmes of Noble Systems presented the Customer Service Award to Annette John, Head of Customer Service at Nutricia for offering outstanding service and commitment to its customers. Other companies nominated for the award included Eclipse, Yell, Nationwide and Swindon Capita Partnership. Roy Holmes commented, "The awards dinner was great fun. It also made me proud to support organisations that value customer service and the customer experience, which is key to the Noble Systems ethos."

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About South West Contact Centre Forum

Established in 2008, The South West Contact Centre Forum (SWCCF) is an industry led initiative which supports the call and contact centre sector in the South West. The SWCCF covers one of the largest regions in the UK, which includes Bristol, Bath, Swindon, Cheltenham and Plymouth, home to 280 centres employing more than 52,000 people.

About Noble Systems

Noble Systems Corporation is a global leader in contact centre 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® solutions include advanced ACD and predictive dialling; unified contact processing and integrated IVR, recording, messaging, quality/monitoring systems, scripting, and real-time reporting and management tools. Noble Systems was the first vendor to offer an open, scalable, fully-distributed platform. For more information, contact Sian Ciabattoni at 0161 772 7100 or visit www.noblesys.com.