

PRESS RELEASE

For Immediate Release



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Noble Systems Releases Composer 9.2 Web Agent

New features introduced for Web-based contact center agent script and desktop building tool

Atlanta, GA – August 19, 2010: Noble Systems Corporation, a global leader in innovative contact center technology solutions, today announced the release of **Noble Composer 9.2 Web Agent**, the next generation of Noble Systems' powerful and versatile interface for creating web-based contact center agent desktops. Noble Composer 9.2 Web Agent builds upon the scalable desktop unification design tools introduced in the award-winning Noble Composer program, expanding them to include greater functionality for browser-based applications. The Noble Composer desktop solutions streamline agent workflows to improve productivity and overall customer experience.

Designed using the Microsoft Windows .NET framework to ensure unmatched flexibility, Noble Composer 9.2 Web Agent supports all major browsers and operating systems. Because it functions in a web-based environment, the program can be accessed from any location through a broad array of desktop and mobile devices, seamlessly integrating work-from-home agents and off-site personnel.

New and enhanced capabilities featured in Noble Composer 9.2 Web Agent include:

- Intuitive desktop design tools in a point-and-click environment that allows users to develop customized workflows without programming knowledge or expensive technical assistance;
- Flexible agent desktop screens that enable users to allow agent access to tools by campaign for point-and-click navigation;
- Web-based support for Noble Mimic, an agent desktop management portal that utilizes common interfaces for multiple data sources, workflow automation, call scripts and tools for communicating with customers;
- Lightweight Directory Access Protocol (LDAP) support to avoid the confusion of multiple agent login IDs. LDAP and Microsoft Active Directory service integration allow simplified user administration including addition and deletion of users, management of user permissions and user authentication;
- Enhanced support for the award-winning Noble Composer Debtor Contact Management System (DCMS), a customizable workspace that empowers account recovery agents to move seamlessly between predictive, preview and 'push-to-connect' dialing.

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“Noble Composer Web Agent continues to evolve, offering even more advantages for the web-based agent environment,” says James K. Noble, Jr., President and CEO of Noble Systems. “It combines the award-winning functionality of Noble Composer to unify the agent desktop with an expanding suite of features that improve flexibility, productivity and the customer experience. What’s more, Composer 9.2 Web Agent delivers results without requiring expensive transitions to a new operating system or agent device.”

Noble Composer Web Agent is based on the award-winning Noble Composer platform. To learn more about Noble Composer, [view an informative webinar](#) on how it unifies the agent desktop and enhances customer interaction. [View customer testimonials](#) related to Noble Composer and other Noble products and services.

About Noble Systems

Noble Systems Corporation 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 solutions include 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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