

PRESS RELEASE

For Immediate Release



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Noble® WFM with Outbound Plus Receives “Product of the Year 2009” Award from Customer Inter@ction Solutions Magazine®

Noble Systems is Honored for Outstanding Innovations in Contact Center Technology

Atlanta, GA – January 27, 2010: Noble Systems Corporation, a global leader in innovative contact center technology solutions, has received a “Product of the Year Award” from Technology Marketing Corporation’s (TMC®) *Customer Inter@ction Solutions*® magazine for Noble® WFM with Outbound Plus. Noble® Workforce Management with Outbound Plus is a powerful and complete workforce management system, providing a robust and affordable forecasting and staffing management solution that is easy to deploy for centers of all sizes. Noble WFM’s outbound and blended forecasting features fill a void left by many WFM products which focus only on inbound communications. *Customer Inter@ction Solutions* has been the leading publication in the CRM, call center and teleservices industries since 1982™.



Noble WFM with Outbound Plus provides a robust and affordable forecasting and staffing management solution that is easy to deploy for centers of all sizes. By incorporating forecasting and scheduling for outbound programs, Noble Systems provides a comprehensive workforce management system for inbound, outbound and blended programs that can accurately forecast call volumes, leverage flexible scheduling processes for both call and non-call activities for call center and back-office personnel, produce reports that measure agent and center performance, and reduce costs. ‘Forced adherence’ features help ensure agent compliance to schedules. Noble WFM offers features and tools targeted for outbound and blended environments.

“I am pleased to honor Noble Systems for its hard work and success. Noble’s dedication to improving the quality of technologies to better the contact center experience as well as the ROI for companies that use them,” said Rich Tehrani, CEO, TMC. “For 12 years, *Customer Interaction Solutions* magazine has honored companies that show excellence in advancing technologies and application refinements,” he added. The 11th Annual Product of the Year Award winners will be featured in the January 2010 issue of *Customer Interaction Solutions* magazine.

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James K. Noble, Jr., President & CEO of Noble Systems, says, "Noble WFM with Outbound Plus helps contact centers automate the process of forecasting call volumes and agent scheduling, ultimately improving service levels and reducing costs. By unleashing WFM on the large amount of rich data gathered in the Noble contact center solution – or with virtually any dialer or switch – our users will see dramatic improvements in their abilities to forecast activity, manage staffing levels, and monitor performance. We are excited to have this technology recognized by *Customer Inter@ction Solutions* and TMC."

About TMC®

Technology Marketing Corporation (TMC) publishes *Customer Interaction Solutions*, *INTERNET TELEPHONY*, *Unified Communications*, and *IMS Magazine*. Since 1982, *Customer Interaction Solutions* (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 6,000 most visited Web sites in the world by alexa.com*, TMCnet serves as many as three million unique visitors each month. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. For more information about TMC or the 2009 awards program, visit www.tmcnet.com.

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 3,000+ 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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