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Quantum Servicing Receives ‘Best Practices Award’ for Contact Center Technology from Noble Systems

Residential Mortgage specialist improves customer service and increases agent productivity

Atlanta, GA – May 18, 2010: Noble Systems Corporation, a global leader in contact center technology solutions, recently presented its annual ‘**Best Practices Award**’ to **Quantum Servicing**. The award was announced at the SNUG 2010 Conference, a gathering of the Select Noble Users Group, held last month in Atlanta, Georgia.

The ‘Best Practices Award’ recognizes Quantum Servicing for its use of technology and best practices to streamline agent activities and improve productivity in its call center. The company uses the Noble Enterprise solution platform in a blended VoIP environment to bridge divisions, giving the Skip Trace Team, the Field Services Team, Front End Collections, Asset Managers, and Team Leaders a centralized system for working as one cohesive unit. With the ability to tailor the Agent Workflow to meet its clients’ individual needs, Quantum is able to take each call towards a quick and profitable resolution. With improved views and analysis of real-time activities and results, Quantum can manage its agents more effectively, allowing more calls to be handled and delivering better service for its customers.

“We are a company that thinks outside the box and looks for ways of utilizing cutting edge technology to allow us to out-service our competition,” says Michael Davis, Director of Operations for Quantum Servicing. “Noble Systems gives us the flexibility to build a contact center solution that supports our business processes to help us work faster and smarter.”

Chris Hodges, Senior Vice President of Sales & Marketing at Noble Systems, says, “Quantum Servicing is one of Noble’s premier mortgage industry clients, and is a very sophisticated user of the system. Through our partnership, Noble Systems has worked with Quantum to use existing features in new ways and to develop new tools that unify their environment, streamline processes and tasks, and meet their complex business needs. We look forward to continuing to supporting them in their future activities.”

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About Quantum Servicing

Quantum performs Special Servicing on sub-prime and non-performing loans – maximizing financial returns for clients' investments by improving loan performance, increasing cash flow and, when necessary, facilitating liquidation. Quantum specializes in transforming heavily delinquent, non-performing loans into cash-flowing assets. With an agile business structure, Quantum helps clients adapt to changing market conditions and provides customizable solutions for their special servicing needs. Results are delivered through proprietary, state-of-the-art technology, extensive analytics and reporting, effective mitigation strategies and an experienced, well-trained staff. www.quantum-servicing.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 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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