

# PRESS RELEASE

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## **Noble Systems Helps Users Unlock the Potential of their Call Centers at the 2011 Select Noble Users Group Conference**

*Global contact center technology leader hosts 10th annual SNUG event*

**Atlanta, GA – May 4, 2011: Noble Systems Corporation**, a global provider of contact center technology solutions, will host its **2011 Users Group Conference** this month in Atlanta, Georgia, from May 17 - 19. The theme of this year's event is "Unlock the Potential".

The SNUG 2011 Conference combines business experts, industry leaders, and product specialists to help users optimize their investments in Noble's suite of contact center technology solutions. The Users Group Conference highlights its theme by showing how Noble's contact center technologies allow companies to work faster and smarter to achieve the full potential of their activities and to grow businesses. Attendees will also learn from contact center industry experts, discuss best practices for contact center operations, and network with other users to share ideas. Learn more at [www.nobleusersgroup.com/SNUG2011.htm](http://www.nobleusersgroup.com/SNUG2011.htm).

The Select Noble Users Group (SNUG) is designed to enhance the client's investment in the Noble Systems contact center management solution. SNUG membership, included in the Noble Care annual support and maintenance plans, brings a variety of benefits to its worldwide members, including programs and events focused on building the relationship between Noble Systems and its clients.

James K. Noble, Jr., President and CEO of Noble Systems, said "Since last year's SNUG conference, the industry has really started to re-energize itself. With our 10<sup>th</sup> annual event, we know that it is more important than ever to show our users how they can use their technology to continually improve efficiency and productivity and reduce costs to help them optimize their operations. The Noble users group is one of the best arenas we have to bring our diverse family of users together, giving them a forum to share knowledge, and for us to learn how we can expand and evolve our solutions and services to help them achieve their full potential."

### **About Noble Systems®**

Noble Systems Corporation (NSC) is a global leader in unified 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 and 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](http://www.noblesys.com).

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