

# PRESS RELEASE

## *For Immediate Release*



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### **Noble Systems' North American Contact Center Survey Reveals Costs, Benefits of Agent Training**

*Respondents identify employee training as greatest expense and leading cause of inefficiency*

**Atlanta, GA – January 25, 2011:** Noble Systems Corporation, a global leader in innovative contact center technology solutions, today announced the results of a survey of almost 700 independent contact centers throughout North America on questions related to efficiency and expense of operations. More than 35 percent of respondents listed employee training as the single greatest ongoing cost to their contact center, leading all other categories including marketing, customer retention and technology. In addition, 33 percent of all managers surveyed indicated that a lack of training was the most significant contributing factor to inefficient agent performance.

“Putting Agent training under a microscope can often reveal hidden flaws in a contact center operation,” said James K. Noble, President and CEO of Noble Systems. “Technology and agent workflows that are outdated, inefficient or both are difficult to explain and require extra time to master. Our future-proof solutions are designed to be scalable, flexible, agent-friendly and cost-effective.”

Conducted in the fourth quarter of 2010, the survey sought input from contact center managers about their businesses and the state of the industry as a whole. The survey was aimed at 670 companies from locations across North America that service a variety of sectors including collections, travel, health care and more.

#### **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](http://www.noblesys.com).

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