

PRESS RELEASE

For Immediate Release



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Wake Forest University Physicians Wins ‘Best Practices in Contact Center Operations Award’ Presented by Noble Systems

Healthcare contact center improves productivity and efficiency in managing patient accounts

Atlanta, GA – June 21, 2006: Noble Systems Corporation, a global leader in contact center technology solutions, recently presented the ‘Best Practices in Contact Center Operations Award’ to Wake Forest University Physicians. The award was announced at the SNUG 2006 Conference – a gathering of the Select Noble Users Group – held in May in Atlanta, Georgia.

The ‘Best Practices in Contact Center Operations Award’ recognizes Wake Forest University Physicians (WFUP) for outstanding achievements in its patient services contact programs. Since implementing an automated contact center technology solution and fine-tuning its operational processes, the organization has quadrupled dollars collected and has grown outbound contacts by more than 170% and inbound contacts by over 120%. In addition, the group has improved customer satisfaction, increased cash flow, and reduced operational expenses.

“Noble Systems has enabled Wake Forest University Physicians’ Business Operations to operate more efficiently, effectively and economically,” states Denise Fetters, Associate Vice President, Business Operations. “This single solution is providing patients the ability to inquire about their balances 24 hours a day, 7 days a week and make payments through the IVR. Patients are pre-registered prior to their appointments, improving patient and physician satisfaction. Patient Service Representatives immediate on-screen access to patient information is seamless to the patients, improving productivity and providing an avenue that has allowed us to significantly improve collections. Within two weeks following implementation, we had our ROI. By month end, we far exceeded our expectations with cash collections. The Noble Solution empowered us to utilize the system in far more aspects than was originally intended. We are a driven, visionary group and anticipate adding more enhancements with Noble this upcoming fiscal year and in the future. Considering return on investment, patient and physician satisfaction, and economies of scale, we are very pleased that we chose Noble Systems as our technology partner.”

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Chris Hodges, Senior Vice President of Sales & Marketing at Noble Systems, says, “Wake Forest University Physicians targeted four areas in which it wanted to improve operations to achieve best practices in its daily operations. The results of WFUP’s efforts clearly show an improved productivity through operational improvements. We are proud to have partnered with them as their contact center technology provider, and to see the success they have achieved through the use of the Noble™ Solution.”

This was the inaugural year for the SNUG Awards Program. The Select Noble Users Group is designed to enhance the client’s investment in the Noble Systems contact center management solution. SNUG membership brings a variety of benefits to its members, including programs and events focused on building the relationship between Noble Systems and its clients.

About Wake Forest University Physicians

Wake Forest University Physicians is the clinical practice entity of Wake Forest University Health Sciences. WFUP is comprised of 500 plus physicians who are the medical school’s faculty and also serve as the attending staff of North Carolina Baptist Hospital. Wake Forest University Physicians provide health care services to patients in 43 outpatient clinics that include 85 medical and surgical specialties. With the active support and participation of its membership, Wake Forest University Physicians fosters the continued maturation of a collegial, multispecialty group philosophy and practice that will allow the academic health center not only to survive the complex changes occurring in health care, but also to thrive and prosper.

About Noble Systems®

Noble Systems Corporation (NSC) is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at hundreds of client installations worldwide conduct business 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 for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, and real-time reporting and management tools. Based in Atlanta, GA, NSC is a part of the world’s largest teleservices organization, with operations in over 30 countries. For more information on this item or the company, contact Lee Allum at 1.888.866.2538 x538 (lallum@noblesys.com), or visit www.noblesys.com.

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