

## FOR IMMEDIATE RELEASE

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## The Epilepsy Centre in South Australia Selects Contact Centre Technology from Noble Systems

Sydney – February 21st, 2008: **The Epilepsy Centre in South Australia and the Northern Territory** has selected the **Noble® Solution** from **Noble Systems Corporation** for blended inbound and outbound contact management in its fundraising centre. **Noble Systems** is a global leader in contact centre technology solutions. **The Epilepsy Centre** is a state-based charity providing support and counselling services to people living with epilepsy and their families, as well as a public awareness and education campaigns throughout South Australia and the Northern Territory. They operate fundraising services through their **Community Link** division.

The Epilepsy Centre has selected the Noble Solution for its Adelaide-based Community Link contact centre to handle blended inbound and outbound communications with donors and members. Noble's unified system gives The Epilepsy Centre and Community Link a single platform to increase the productivity and efficiency of their contact centre. Their customized Noble Solution includes interactive voice response and credit card authorization features, as well as quality monitoring tools and a comprehensive management and reporting suite.

"The Epilepsy Centre is excited to implement the Noble Solution in the Community Link fundraising centre. Noble's extensive blended inbound and outbound functionality offers us an opportunity to significantly improve our donor services using a single, unified platform. Noble's combination of functionality and value is ideal for fundraising environments, where cost-performance value is key," says Robert Cole, CEO of Epilepsy Centre of South Australia.

Paul Luketich, Managing Director of Noble Systems Australia, says, "The Epilepsy Centre and Community Link offer vital services to the community through its public services and fundraising activities. The integrated Noble® Solution gives The Epilepsy Centre the tools it needs to reach more donors and volunteers, with the goal of increasing contributions of both time and money. We are honored that The Epilepsy Centre has joined other fundraising and service organizations – including **Cerebral Palsy League of Queensland, Kidney Health Australia, Epilepsy Action** and **RACQ CareFlight** – in selecting Noble Systems as its contact centre technology provider."

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## **About The Epilepsy Centre**

The Epilepsy Association of South Australia & Northern Territory Inc. trading as The Epilepsy Centre was first established in 1976 and aims to improve the welfare of people with epilepsy and their families in South Australia and the Northern Territory as well as improve the social condition and quality of life of people with epilepsy and those who care for them. Their dominant purpose is the relief of sickness, suffering, distress, misfortune, disability and helplessness. The Epilepsy Centre is an independent, self funded, not for profit organisation that obtains the majority of its funding through fundraising activities, bequests, membership subscriptions and donations.

## **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 1,000+ client installations worldwide conduct business using the award-winning Noble platforms 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](http://www.noblesys.com).

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