

PRESS RELEASE

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Learn How to Increase Productivity and Reduce Costs at the Contact Centre Technology Symposium 2004

Noble Systems, the DMA & Intel present CCTS 2004 March 16 in London

London – 9 February, 2004: Noble Systems Corporation, a global provider of contact centre technology solutions, demonstrates best-practices and new technologies for contact centres at the Contact Centre Technology Symposium 2004 in London on March 16. Noble Systems UK invites contact centre professionals to join them at the event to see how to increase their productivity and reduce their costs.

The Contact Centre Technology Symposium 2004 (CCTS 2004) is designed to show contact centre executives how the use of technology can help them build programme performance and lower operational costs. Hosted by Noble Systems, CCTS 2004 will feature presentations by the DMA (Direct Marketing Association) of the UK. Noble Systems is partnering with Intel to sponsor the symposium. A leader in advanced telephony products, Intel will highlight advanced technological developments in the telecommunications arena.

CCTS 2004 will be held at the Institute of Directors (IoD) in Pall Mall on Tuesday, March 16. Seating is limited. For more information, or to register for the symposium, please call 0808-00-66253 (freephone in the UK) or email CCTS-UK@noblesys.com.

About Noble Systems

Noble Systems Corporation is a global provider of complete contact centre automation solutions. Tens of thousands of agents at hundreds of client installations worldwide conduct business at workstations on the NSC platform. Noble Systems is a part of the world's leading customer communications organisation, with operations in 30 countries. Founded in 1989, Noble Systems manufactures, sells and supports award-winning contact centre technology solutions, including predictive dialing, inbound ACD, unified call processing, ERMS and web integration, universal queues, IVR, digital recording, text-to-speech, quality control/monitoring systems, and graphical enterprise-wide workforce management. Contact us at T: +44-(0)-118-929-8060 (UK) or 1-888-866-2538 (US) for more information, or visit www.noblesys.com.

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