

# PRESS RELEASE

## *For Immediate Release*



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## **Noble™ Composer DCMS Receives Frost & Sullivan Product Differentiation Award** *Noble Systems is Recognized for Innovative Collections Center Products*

**Atlanta, GA – April 30, 2007:** Noble Systems Corporation, a global leader in innovative contact center technology solutions, has received Frost & Sullivan’s *2007 North American Product Differentiation Award* for the **Noble™ Composer Debtor Contact Management System (DCMS)** product. Noble Systems was selected based on the expansion of the Noble Composer product to focus on the needs of the collections space.

**Noble Composer DCMS** was created to drive much greater collection efficiencies by automating all debtor communications. The solution allows collectors to work ‘owned’ accounts through a Debtor Contact Manager grid. The agent workspace can be customized for each individual so that a collector can move seamlessly between predictive, preview, and ‘push-to-connect’ dialing. Centers also gain improvements in training and call simulations. With this improved workflow, end-users commonly see 100-200% increases in collector productivity. Some of the benefits of **Composer DCMS** include:

- Collectors are able to work ‘owned’ accounts
- A unified agent desktop aggregates all collector information and activity
- Personalized messaging can be automated and delivered to debtors
- Collectors can choose between multiple dialing modes: predictive, preview and click-to-connect
- Automated communication between agent and debtor (blended outbound, inbound, email, messaging, fax)
- Inbound call notification allows agent to put call on hold, take call or send call to his/her mail box
- Recording of activity ensures compliance and quality assurance

The Frost & Sullivan *2007 North American Product Differentiation Award* is presented each year to the company that has best demonstrated the ability to develop and/or advance products with innovative capabilities. The Award recognizes the company’s successful adoption of new or existing technology that has become a part of its well-designed product family, where the innovation is expected to significantly contribute to the industry in terms of product performance and degree/rate of technical change. Frost & Sullivan’s analysts compare market participants

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and measure performance through in-depth interviews, analysis, and extensive secondary-research in order to identify best practices in the industry.

“Success in the debt collection industry is essential to U.S. economic health,” notes Strategic Analyst Michael DeSalles. “Frost & Sullivan believes that Noble Composer DCMS delivers a value-added, differentiated product to the special needs of this critical market segment.”

James K. Noble, Jr., President & CEO of Noble Systems, says, “We designed **Noble Composer DCMS** to help our collections clients streamline their collector activities, creating a collector desktop that automates manual tasks and helps them work more efficiently. We are honored that Frost & Sullivan has recognized **Composer DCMS** as an innovative solution that can help collections groups improve performance and grow their debt recovery activities.”

This latest honor for **Noble Composer** solution follows recent recognitions from the American Teleservices Association with the ‘ATA Technovation Award’, as well as from Technology Marketing Corporation’s (TMC®) *Customer Inter@ction Solutions* ‘Product of the Year Award’, and the ‘Collections Technology Excellence Award’ from the *Collection Technology Summit*.

### **About Frost & Sullivan**

Frost & Sullivan, a global growth consulting company, has been partnering with clients to support the development of innovative strategies for more than 40 years. The company's industry expertise integrates growth consulting, growth partnership services, and corporate management training to identify and develop opportunities. Frost & Sullivan serves an extensive clientele that includes Global 1000 companies, emerging companies, and the investment community by providing comprehensive industry coverage that reflects a unique global perspective and combines ongoing analysis of markets, technologies, econometrics, and demographics. For more information, visit [www.awards.frost.com](http://www.awards.frost.com).

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### **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 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; and integrated IVR, recording, messaging, quality/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, contact Lee Allum at 1.888.8NOBLE8 or visit [www.noblesys.com](http://www.noblesys.com).

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