

PRESS RELEASE

For Immediate Release



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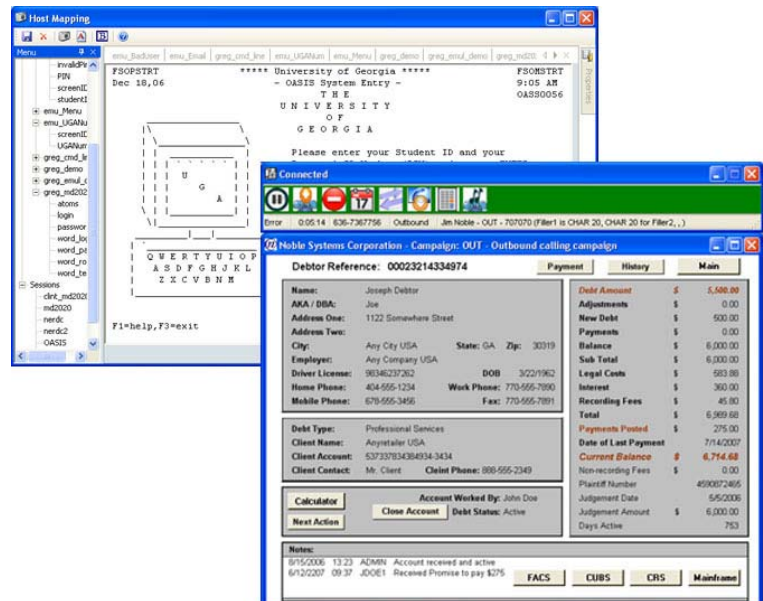
Noble™ Mimic™ Unifies Agent Desktops to Help Contact Centers Streamline Processes and Improve Agent Productivity

Global leader in contact center technology merges data and tools into a single interface for greater efficiency

Atlanta, GA – October 17, 2007: Noble Systems Corporation (NSC), a global leader in innovative contact center technology solutions, introduces **Noble™ Mimic™**, the newest generation of unified agent desktop management for its **Noble™ Solution** technology suite. **Noble Mimic** helps contact centers simplify agent processes through an innovative portal combining a common interface for multiple data sources, workflow automation, call scripts, and a complete set of tools for communicating with customers.

Noble Mimic uses state-of-the-art technology to provide an integrated and intuitive view of the customer and to streamline agent processes. By highlighting flexibility, speed, and ease-of-use, the new enterprise desktop is focused on making users more productive and delivering a more efficient, more satisfactory experience for the customer – each and every time. For managers and supervisors, Noble delivers a Management Suite with dashboards, control panels, and alerts, plus a report library that helps manage the contact center more effectively.

- > Increases Agent Efficiency by Simplifying Processes
- > Creates a Single Log-in & Access Point for Multiple Applications
- > Provides Easy Navigation to Tools & Data Sources
- > Facilitates Exchange of Data between Databases & Programs
- > Consolidates Customer Data from Multiple Sources into a Single View
- > Merges Voicemail, Email, & Web for Faster Responses
- > Improves Compliance Management
- > Reduces Training Time & Efforts



Noble Mimic offers mainframe emulation and integration of third-party tools to unify the agent desktop for improved agent efficiency.

Using the power of **Noble Mimic**, the call center can create a single point of access to its entire library of businesses applications. The Unified Desktop tools help centers consolidate data from multiple sources –

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including optional 3270/5250/VT100 emulation, custom dlls and executables, OCX and .Net development environments, & more – into a common agent interface. Companies can easily wrap legacy applications and existing business processes into the new desktop, without requiring lengthy and expensive data manipulation projects. And, they can add new applications and processes to keep their business at the leading edge of technology. Noble's intuitive design tools make it easy to create an agent desktop that allows agents to quickly get the information they need to resolve customer issues.

“With **Noble Mimic**, we can merge multiple datapoints and create the agent workflow to give our agents faster access to the right information, easier system navigation & streamlined processes,” states Chris Boisaubin, CIO of Van Ru Credit Corporation. Van Ru is a leading collections organization and Noble Systems client, with 1,000+ agent stations on the Noble platform.

James K. Noble, Jr., President & CEO, states, “The demands of the current business environment and customer expectations make it crucial for your agents to have an expanded toolset for easy access to information. Agents may be required to use a complex combination of business applications and resources to do their jobs. **Noble™ Mimic™** gives you the best of both worlds for agent desktop unification: an IT partner to integrate your desktop environment and a contact center technology partner that understands your business. Like a ‘Universal Remote’ for the agent desktop, **Noble Mimic** gets rid of multiple controls for individual components and consolidates them into a single, multi-functional tool to help agents work more efficiently. In addition to a unified agent desktop that simplifies the agent process, our **Noble™ Solution** gives you the added advantage of our powerful workflow management for your contact center, with a robust suite of management tools to provide a “out of the box” turn key software solution designed specifically for contact centers, with the power of the leading predictive dialing engine and sophisticated inbound blending to manage all of your customer communications.”

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, 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.

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