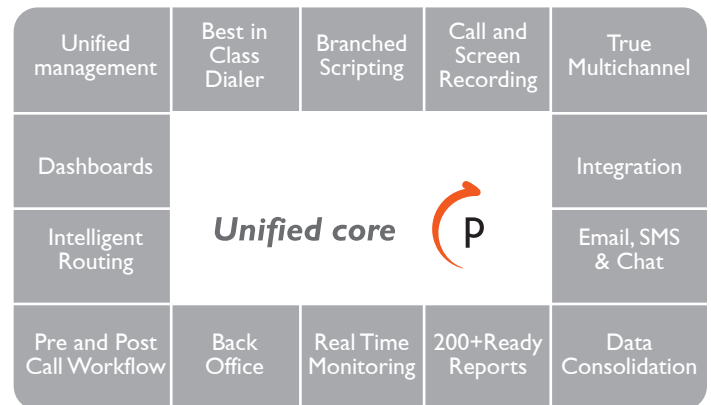


Presence OpenGate, a 100% software only multi-channel solution for your Contact Center!

The Presence Technology Advantage

Presence Technology manufactures the most complete and modular all-in-one Suite for Contact Centers. It can be deployed on premise, managed or as a hosted solution. The Presence Suite is highly scalable and the Open Standards-based architecture allows it to expand its capabilities to adapt to any business scenario. Integration with web-based Business Applications such as CRM, Ticketing or ERP systems can also be achieved without typing a single line of code. It also features reporting on any channel or channel combination.

The Presence modular approach allows you to buy and install only what you need today, yet provides a seamless future growth path, without the need for complex implementations or upgrades. All modules are pre-configured through a unified and common core. Its scalability has been tested and proven by the more than 40,000 agents worldwide, who use the Suite on a daily basis. This innovative approach to solving the most difficult problems in call centers placed the Presence Suite in the Magic Quadrant for e-service Suites, powered by the Gartner Group.



With Presence Technology it is Possible

Presence Technology makes it easy to own its award winning Contact Center Suite by offering several purchase options. Our team will assist your organization with identifying the modules that best suit your business needs. Presence provides three models to choose from: an on premise

solution, a managed services option, and a fully hosted solution, thereby offering a solution for any situation – regardless of aging or non-existent infrastructure, or lack of IT personnel.

	Software	Hardware	Support	PS	Managed
Purchased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hosted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Owned
- Use
- Included
- Optional
- Not included

Presence Purchased or Financed

This option is best for those organizations that prefer to own the infrastructure and also have the necessary personnel to manage the Contact Center IT infrastructure. This best suits organizations where the contact center is tightly integrated to core business systems, and the client views it as more cost effective to have their own personnel manage the platform.

Presence Managed Services

This option is best for those organizations that desire to use their current infrastructure, but do not want to manage the end solution. Presence can provide technical and operations personnel to assist with managing the contact center, based on the client's needs.

Presence Hosted

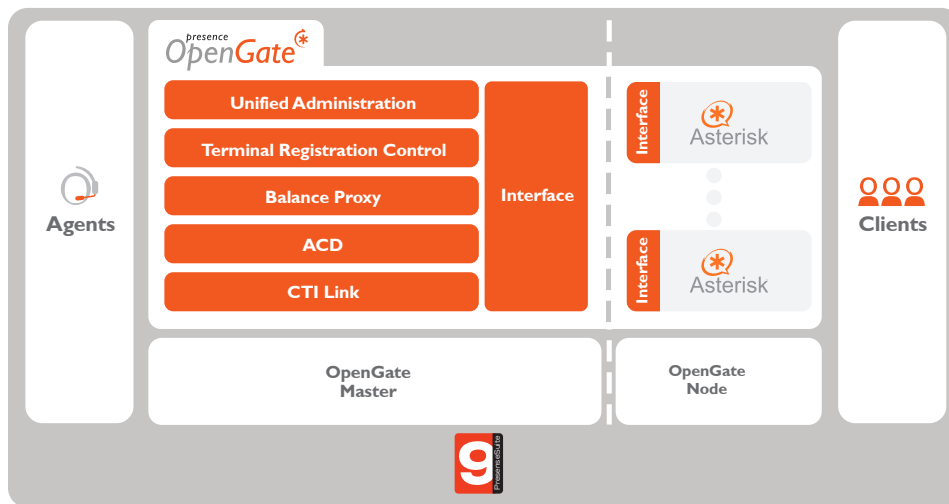
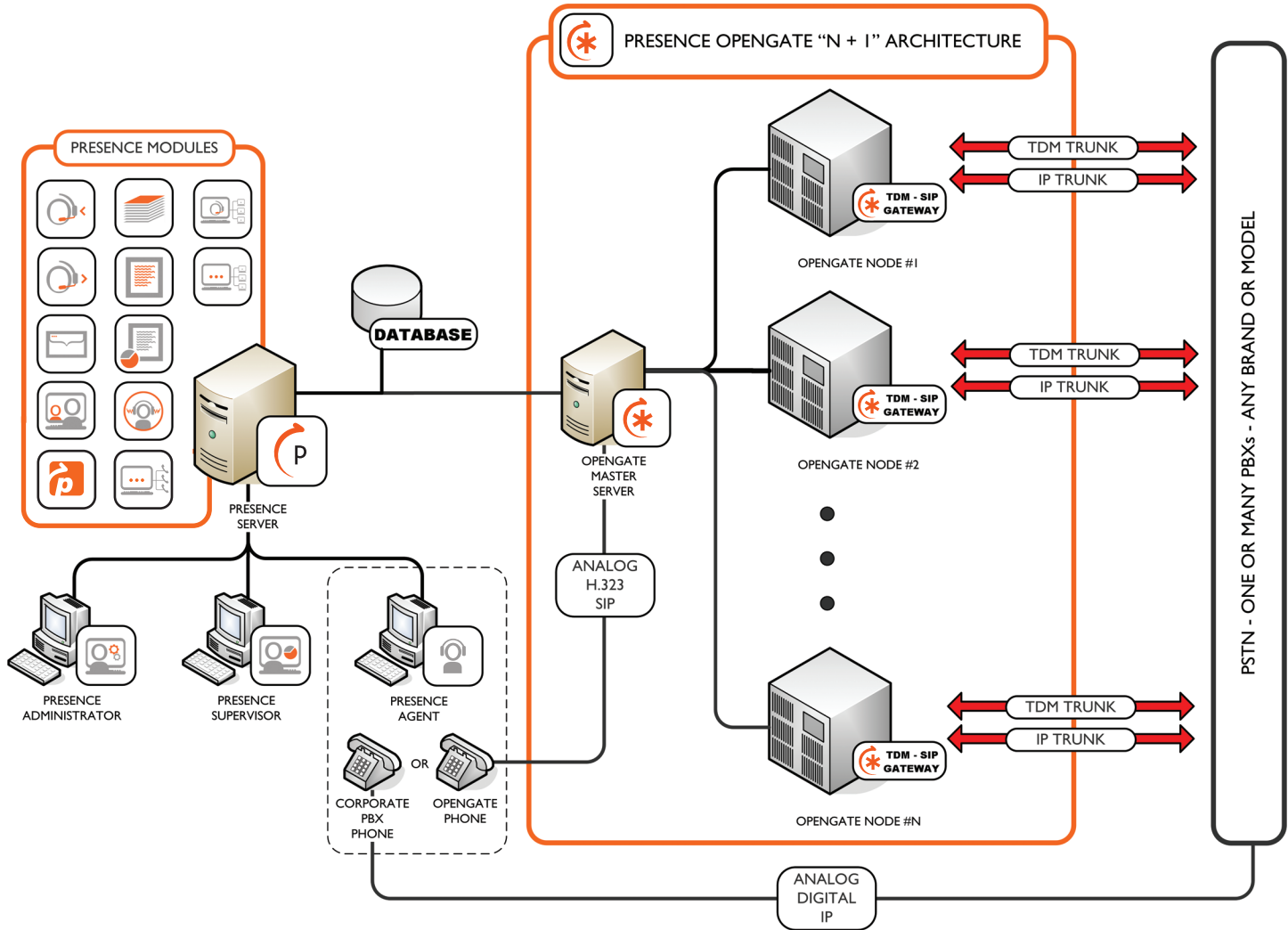
This option is suitable for any sized organization, whether centralized, multi site, or home based agents. Unlike other SaaS providers, Presence Hosted Platform adapts to your needs, and can solve seasonal requirements.

Presence OpenGate



Presence OpenGate is a powerful and flexible TDM and VoIP gateway that is fully integrated with the Presence Contact Center Suite. It is based on the robust and flexible Asterisk switching engine, which has been optimized by Presence Technology's Research and Development team to meet the highest demands imposed by the most stringent contact centers, in terms of performance and scalability.

The combination of Presence OpenGate and the Presence Suite significantly reduces the financial investment needed to deploy a multi channel solution for the contact center. This ensures the future growth of your contact center, regardless of its size, location, current architecture or business challenges.



Presence OpenGate Highlights

- ▶ Significant reduction of initial investment
- ▶ Fast and easy implementation
- ▶ Based on Open Standards
- ▶ Highly scalable
- ▶ Functional in any environment
- ▶ Available as stand-alone set up or for use with many PBXs
- ▶ Skype compatible

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