



Presence Technology is a leading worldwide provider of customizable Multi-Channel Contact Center software which can be deployed either On Premise or in a Hosted model.



The complete Contact Center Suite was created and used to run one of the largest Multi-Channel Contact Centers in Europe. This experience gives Presence the advantage of having a deep understanding of a Contact Center's dynamic operations and requirements.

Presence Suite Solutions have been developed as the most flexible, the easiest to integrate with other systems, and the most user friendly solutions in the Contact Center industry.

**Been there.
Done that.
Ask us how!**





Presence Technology helps your business to succeed **Go for It!**



Presence **Voice Outbound**

Presence Voice Outbound provides a flexible outbound dialing platform that focuses on operational efficiency and empowers business users to easily adapt to changing requirements. The Presence Outbound solution is part of our multi-channel Inbound and Outbound Contact Center suite. Presence Outbound provides Contact Center's with the ability to contact their customers and prospects

effectively while maximizing contact center resources. Presence utilizes an advanced algorithm to maximize the number of contacts dialed versus agent productivity to ensure that only live contacts are delivered to agents, avoiding busy signals, answering machines, fax tones, unobtainable numbers, etc.

Presence **Scripting**

The Presence Scripting module is a powerful visual tool that is focused on script development for teleservices, product sales and data collection. Although predominantly used with the Outbound Voice module, it can be used with other modules such as Inbound Voice to ensure that your internal processes are adhered so that your corporate governance is followed. In other cases, the scripting tool can be used to minimize agent training and ramp up time.

The tool provides the Supervisor with a powerful development platform that is also easy to use. This enables complex campaigns to be deployed in record time. With no

programming knowledge, supervisors can create and parameterize new campaigns, implement arguments and service scripts.

Among other functions in Presence Scripting, the supervisor can also set operational rules such as managing required fields, automated validation, creating parameters, and adding information from different databases. Reports can then be developed to report on agent responses made within the scripts providing management with useful business data.

Presence **Voice Inbound**

Presence Voice Inbound helps Contact Centers to manage their incoming call flows. Agents are able to take phone calls with professionalism, personalization and speed thanks to the ability to integrate with corporate tools, such as CRM systems and other customer or product databases and present that information on one screen. This gives agents the resources to review the customer's information through

a pop-up window as the call is transferred to them allowing for the smoothest call management possible. Thereby reducing the time it takes to identify a client and presenting a call history screen so that the agent can be more productive faster.

Your Contact Center solution Gets flexible!



Presence *Intelligent Routing*

Presence Intelligent Routing extends an ACD's capabilities by defining business strategies to route Contact Center interactions over any channel (voice, e-mail, chat, internet, SMS) and ultimately improving consistency across all channels. The Presence Intelligent Routing (workflow) module has been built by Contact Center users for Contact Center users so that they can direct each customer

interaction to the best destination through a virtual, drag and drop interface.

No programming language is required. Presence Intelligent Routing can consult one or more databases with pre-defined criteria to route interactions to the most qualified agent. This functionality extends to all of the Presence modules.

Presence *IVR*

Presence IVR is a sophisticated voice tool intended to generate intelligent interactive strategies for the Contact Center. This solution assists with handling the ever increasing number of everyday interactions between the customer and the company while helping to improve quality, efficiency, and performance with each interaction. The Presence IVR module is integrated with Presence Intelligent Routing to maximize synergy between routing strategies and business rules. This integration converts

Presence IR routing strategies into interactive strategies, such as information provided or requested by Voice Recognition, Touch Tone Dialing (DTMF), Voice Synthesis and Vocal Audio. None of these require agent interaction, because Presence IR works as an access portal for Contact Centers, automating processes and lowering operational costs.

Presence *RoboDialer*

Presence RoboDialer is a broadcast dialer, utilizing both the Presence Voice Outbound and Presence IVR modules. RoboDialer allows you to create campaigns to target customers with your broadcast message about a new product or service, provide relevant information related to a product or service, remind them about an upcoming meeting or event, all the while helping you capture valuable data.

With Presence RoboDialer your customers will also have the option to connect to a live agent at any point during the message. You can also use the RoboDialer for multi-question surveys about your company's products or services. Once the surveys are completed, all information can be passed along to the appropriate people within your organization so that they can use that feedback to improve processes or products.



Presence Suite

The Pathway to Profitability



Presence *Multimedia*

Presence Multimedia allows customer interaction with your Contact Center via e-mail, fax and SMS channels, either independently or with the same agents who work with the voice services. The Presence Messaging solution routes messages by using pre-defined criteria to fit your business processes ensuring customers will be served by the most

qualified agent in a timely fashion. Templates can be setup providing quick responses to common questions and reports can be drawn on all interactions.

Presence *Internet*

Presence Internet manages chat, web callback and web collaboration, allowing customers to request support while surfing the Internet. Requests are processed by the most qualified agent and include web page synchronization for customers and agents to better assist customers during web

inquiries. It also provides customers with agent web collaboration, such as assistance filling out on-line forms, etc.

Presence *Social Media*

Presence Social Media is the answer for Contact Centers that need to adapt their resources to the latest Internet communication trend: Social Networking. Presence Social Media allows the Contact Center to respond to tweets, post and answer messages, and even manage instant messaging in real time with the traditional channels in the Presence Suite. Presence Social Media integrates, via a single interface, a variety of tasks, such as blending of multichannel interactions with back-office tasks, as well as any communication through social networks. With Presence,

companies are able to integrate new channels quickly and easily. In most cases, it will blend in with your current applications so that your agents can become even more productive.



Presence Suite

easily adapts to suit your Contact Center needs



Presence Back Office

Presence Back Office Solution integrates back office tasks with an agent's daily tasks and with a complete set of metrics so that you can gauge the productivity of your staff. Contact Center administrative tasks can generate a vast amount of work for agents, affecting their efficiency. Presence Back Office allows agents or back office personnel to manage administrative tasks in the same way they manage Contact Center calls. Presence Back Office interacts with

any CRM application, IVR or administrative tool, so that any administrative task generated by a voice call, e-mail, Fax, SMS, etc., can be completed during off-peak hours or depending on your SLAs. All these back office tasks can then be reported on providing management with a complete holistic view of the productivity of each agent or staff member.

Presence Recording

Presence Recording integrates with the Presence Suite to provide two different methods for recording phone calls:

- Pre-defined Plan
- Agent Requested

Presence Recording validates the recording plan when each call goes through the ACD. Once the call meets the relevant parameters, it is recorded from beginning to end. Upon

agent request, Presence recording delivers a pop-up message to ask if the call should be recorded, allowing agents to decide which parts are recorded after requesting customer's permission.

Presence OpenGate

Presence OpenGate is a VoIP and middleware platform that, when combined with the Presence Suite, offers an alternative to Contact Centers who want to keep their current PBX infrastructure, yet gain access to the latest state of the art applications.

OpenGate provides the flexibility to install leading edge technology and upsize it or downsize it with a minimum investment. OpenGate is designed to meet CTI requirements, regardless of previous telephony ownership or out-of-date systems.

Presence OpenGate operates as either a stand-alone solution or a gateway between the Contact Center and PSTN, through either E1 interfaces or SIP trunk lines for VoIP.

Presence OpenGate allows companies to extend an existing PBX/ACD system to include ACD and CTI capabilities even if the existing switch does not have an ACD or CTI package in place.



Presence *Reporting*

The Presence Reporting module focuses on providing both quantitative and qualitative information to Contact Center directors and staff on a timely basis so that they can improve their internal processes and communication with their clients and staff. With this information, Contact Center Managers and Supervisors will have total visibility over their campaigns and services in either real time or as needed.

PRESENCE CUSTOM REPORT

Presence Custom Reports is a powerful, tailor-made report generator that can be driven by the Contact Center personnel without the need for IT involvement. It includes a wizard to guide the user step-by-step through the creation and design of reports, making report building quick and easy. This tool is fully integrated with the Presence solution, so users can configure their own reports according to the specific needs of the Contact Center. Custom Reports allows users to make the most of the large volume of data handled by Contact Centers. In addition to this, operating reports and other business-related information may be combined to obtain key business indicators to improve the strategy and management of your Contact Center.

PRESENCE HISTORICAL

Presence Historical is a set of prepackaged reports for Contact Center management. With Presence Historical you can measure a large number of metrics for your contact center, campaigns and services

The available reports provide you with all the relevant information required to manage your contact center. Reports are available in different formats such as charts and numeric's dependent on the report drawn.

PRESENCE REAL TIME

Presence Real Time monitors contact management, productivity by service or agent, call statuses and can also measure the success of services and campaigns in real time. If you want to know the load penetration level for a sample, production or status by service, the movement or status of calls in queue, Presence Real Time can give you this information, and much more, all in real time.



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