



WHITE PAPER

Presence Voice Outbound

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1 Introduction to Presence Voice Outbound

Although a wide range of communication channels is used between companies and their customers, the telephone remains the most well-established. It has widespread coverage, is very easy to use and requires only basic equipment on the customer's side.

The increasing use of mobile phones has further consolidated this channel, enabling a direct link to a person rather than a physical location.

The telephone offers real-time communication between two people and is based on speech, being the most natural way of human communication. It is often preferred for more complex or urgent interactions, selling a product or service, collections, etc.

From the organization's point of view, outbound calls are complex as they require exhaustive monitoring and tracking of the status of each contact and the agent assigned for each action.

Presence Voice Outbound has been specifically designed to simplify the management of these activities and maximize the productivity of staff allocated to outbound campaigns, by integrating various automatic dialing engines. It is a flexible outbound dialing platform aimed at improving operational efficiency while providing intuitive tools that enable management to make adjustments as the needs of the business evolve.

Presence Voice Outbound incorporates the functionalities of Presence Voice Inbound, enabling blending between outbound and inbound calls. It also provides a complete history of telephone interactions with the customer automatically identifying the customer by their telephone number. Additionally, it offers CTI integration, which automates tasks that agents would otherwise perform manually.

Presence Voice Outbound is completely integrated with the rest of the Presence Suite modules. This comprehensive suite covers all multi-channel management, quality and automation needs for contact center environments and is specifically designed to be adapted to any environment to provide a highly intuitive interface for the agent, supervisor and contact center management team.

2 Benefits of Presence Voice Outbound

Presence Technology's powerful dialer has been designed to achieve the highest possible ratio of useful contacts per hour, in addition to providing a set of features that substantially improve service quality and customer satisfaction. Additionally, it manages the contact center's inbound calls and enables greater control over telephone interactions, as well as their automatic routing based on the established business rules. The key benefits of Presence Voice Outbound are detailed below.

2.1 Increased Productivity

The automatic dialing engine deployed in Presence Voice Outbound drastically increases revenue from outbound campaigns while reducing operational costs, since fewer staff are required to handle the same number of calls.

The dialing engine dramatically reduces the time to reach the records in the dialing list, using progressive or predictive dialing mode. The system recognizes non-useful contacts like answering machines, busy tones, no answers, invalid numbers and fax machines and only sends live calls to the agents when a person answers the phone or routes the call appropriately aligned on the business rules.

Predictive dialing further increases productivity by dialing calls in advance based on statistical parameters like average handling time, average time to reach a live person, etc. providing the agents with useful contacts when they are available.

Presence Outbound also offers the option to blend inbound and outbound calls, further enhancing the productivity of the contact center. Presence's blending option allows the priorities of different outbound and/or inbound campaigns to be adjusted in order to assign agent interactions based on the operational needs of the business.

Combining Presence Voice Outbound with the following Presence Suite modules can raise productivity even further:

- **Presence Voice Outbound and Presence Messaging / Internet / BackOffice:** adding Presence Messaging, Presence Internet and Presence BackOffice modules allows for complete blending of all channels supported by the Presence Suite (voice, e-mail, fax, SMS, chat, web collaboration, etc.) and BackOffice tasks, maximizing the agent's occupancy.
- **Presence Voice Outbound and Presence Scripting:** Presence Scripting provides quick and easy creation and publishing of scripts with decision trees, requiring no programming skills. Presence Scripting complements Presence Voice Outbound and other modules of the Suite by

offering an interactive workflow with fields and conditions. These scripts guide the agent through the call dynamically reacting on the information or answers provided by the customer. Business rules and processes can be easily embedded and automated without or with very little dependence on specialized technical resources.

- **Presence Voice Outbound and Presence SDK:** the Presence Suite includes a SDK (APIs, DLLs, ActiveX and WebServices) that allow any of the modules to be integrated with third-party applications.

2.2 Improved Quality of Service

Quality management is one of the fundamental basics of any company. Organizations use policies, processes and procedures to define how tasks need to be carried out in accordance with the company's requirements or those of an external entity (regulations, laws, end client requirements, etc.).

Even if these policies, processes and procedures have been established and communicated to staff, especially in extremely dynamic environments like contact centers, it is essential to perform exhaustive and constant monitoring in order to verify that they are being followed and are still appropriate.

Presence Voice Outbound substantially improves quality of service and simplifying the application of policies, processes and procedures by embedding and automating them within the system. In addition, it standardizes data entry and classification, normalizes tasks, and provides consistent and meaningful statistical information. The product is extremely dynamic and configurable thanks to its user-friendly graphic interface that can be used to adjust the system to meet the company's specific needs and requirements. The Presence Outbound user-friendly graphical interface is highly configurable and provides the ability to make dynamic changes to fit a company's specific requirements as needed.

Furthermore, it guarantees full compliance with US and European regulations, incorporating do-not-call list management, support for different time zones, limitations for abandon rates, etc.

Presence Voice Outbound includes a unified management console for follow-up and monitoring: Presence Supervisor supplies real-time and historical data on each campaign or service, providing reports with various levels of detail that enable fast identification to alert the supervisor if and when corrective action is needed. Presence Supervisor is used to configure the operation of each Presence Suite module, including Presence Voice Outbound, giving complete management control over campaigns through the ability to adapt their operations quickly and easily to meet their needs or business rules.

By embedding the business rules and simplifying interactions with data through an automated application with a unified interface, Presence Outbound drastically reduces agent training times on specific processes, procedures and the use of the application itself.

Using Presence Voice Outbound with Presence Scripting significantly increases the level of product customization. Because Presence Scripting requires very little or no programming skills, a Supervisor can quickly develop complete workflow tools, including data visualization, entry and verification to, ensure that the processes defined are followed in accordance with the established guidelines.

The incorporation of Presence Voice and Screen Recording provides even greater control over quality management through the recording of conversations between agents and customers. The simultaneous recording of the agent's voice and screen adds important information to assist in identify possible training needs. Recording can be set up by a recording plan or on demand by the agent.

2.3 Improved Customer Satisfaction

A satisfied customer is most likely a loyal customer who will continue to purchase a product or service and will recommend it to potential future customers. Loyal customers provide organizations with stable growth, reducing the effort spent in obtaining new customers to replace those who were lost.

Presence Voice Outbound has been designed to reduce or eliminate the number of human errors during the dialing process, increase customer identification and assist with the product specific sales process. This control provides customers with personalized service by reflecting a responsible and professional image when the organization contacts its existing or potential customers.

The automatic rescheduling of callbacks (based on date, time and telephone number arranged with the customer) ensures the keeping of commitments made to the customer in a timely manner.

Presence Voice Outbound increase the personal touch by associating, if desired, the initial agent with the customer, if the customer call back into the contact center. By routing the call back to the agent assigned to the customer, an organization reduces the amount of time spent on the call back, saving the customer time, while increasing customer satisfaction.

Call blending automatically allocates resources between outbound and inbound campaigns, reducing the customer's waiting time in the queue. The combination of this functionality with the ability to automatically identify the customer, provide the agent with information regarding previous communications and include the option to transfer the call to another agent adding data, not only increases productivity, but also improves the customer experience resulting in a more personalized, more professional and faster service.

3 Presence Voice Outbound Functionalities

The functionalities of Presence Voice Outbound can be split into two main groups:

- **Management.** These functionalities enable the campaign to be monitored and configured in accordance with the campaign requirements, business rules or official regulations. This category also includes functionalities that enable follow-ups on campaigns in order to identify whether the results were as expected or to detect areas where improvements need to be made.
- **Automation.** These functionalities automate and simplify tasks related to campaigns reducing human errors and increasing productivity.

Although Presence Voice Outbound module includes all the functionalities of Presence Voice Inbound, this document focuses primarily on those related to management and automation of outbound calls. Detailed information on the functionalities for inbound calls can be found in the Presence Voice Inbound White Paper published on the Presence Technology website: www.presenceco.com

3.1 Management

The management functionalities include:

- Loading Management / Automated Lists
- Prioritization and Segmentation of Samples
- Blocking Records
- Updating Records
- Unloading Records
- Alternative Telephone Numbers
- Time Zones
- Customer Time Zone Activation
- Maximum and Minimum After-Call Work Time
- On-Demand Recording
- Do-Not-Call Telephone Numbers
- Restriction on Number of Calls Made to Customer
- Campaign Telephone Directory
- Sending E-Mails, SMSs and Faxes
- Outbound Call History
- Real-time and Historical Reports

The details of these functionalities are as follows.

3.1.1 Loading Management / Automated Lists

Presence Voice Outbound enables information to be added to the dialing engine using the following methods or formats: ADO, ODBC or BDE enabling connection to various databases (Microsoft SQL Server, Oracle, Access, etc.) or files (Excel, CSV, etc.) to load dialing information.

3.1.2 Prioritization and Segmentation of Samples

The system to load dialing information allows prioritizing the information at various levels: the record, the agent who should take the call or even the load. Additionally, when the information is loaded, it can be segmented according to the desired grouping criteria.

3.1.3 Blocking Records

Once the data has been loaded or listed and a certain number of calls have been made, it is often necessary to disable or block records so they are not called any more. Presence Voice Outbound allows filtering live records based on various rules to disable outbound calls to these numbers. They can be enabled again at any time if needed.

3.1.4 Updating Records

Presence Voice Outbound enables complete control over records and has the option to add, edit or delete the currently loaded records using a reference table. Presence Voice Outbound includes the following options:

- Add records from the source table that have not been loaded
- Delete records from the load that are not in the source table
- Edit (update) the details of the loaded records that are in the source table

3.1.5 Unloading Records

Unloading an outbound service consists of removing records previously loaded into queues. The records are not deleted from the outbound queues of the service, but their status is changed to "unloaded".

An unload process is usually performed when a specific set of records loaded is no longer required after the service has been put into production. If those records are grouped in a load, the load can simply be disabled, but if the records are mixed with other records in one or multiple loads, an Unload must be performed.

To perform an Unload, the source identifiers of the records to be unloaded must be specified. This field uniquely identifies each outbound record. The records to be unloaded can be selected manually or from a table in a database or file (e.g. in CSV format).

The Unload can be applied to records from just one load or to all the records of a service. The record to be unloaded must exist in one of the selected loads and must not have been qualified as completed.

3.1.6 Alternative Telephone Numbers

Presence Voice Outbound enables the use of several alternative telephone numbers per record (per customer), selecting which type of phone numbers will be used in the service (home, mobile, work, etc.), setting the number of consecutive attempts that will be made to each of these when trying to reach the customer, and the time zone by phone number type.

The dialing engine will call these numbers according to the priority and retry settings configured. Likewise, it is possible to set the order in which customer contact telephone numbers must be dialed.

3.1.7 Time Zones

Presence Voice Outbound allows a list of different time zones to be set for each service. For each zone, a unique code, name and GMT zone must be specified. Presence Server uses the time zone information of each outbound record to calculate the local time to determine when the customer is to be called.

At the same time, the Presence agent application will display the contact information and name of the time zone of the outbound record being attended.

The time zone may be set for the entire load or based on a field from the source table containing the time zone code per lead or record.

3.1.8 Customer Time Zone Activation

Presence Voice Outbound enables the agents working on a campaign or service to specify an individual time zone for that record (customer) when they reschedule a call. If the agent defines an individual time zone for the customer, any subsequent rescheduling performed by the agent or the system (e.g. no answer, busy tone, etc.) will occur within this individual time zone and not within the default time zone of the service.

3.1.9 Maximum and Minimum After-Call Work Time

This functionality is used to specify the maximum and minimum time an agent shall be available for after-call work before answering the next call.

3.1.10 On-Demand Recording

If the Presence Recording module is installed, this option enables the agents to start and stop recordings on demand while the call is in progress.

In addition to the on-demand option, a recording plan can be defined by parameters like service, agent or extension.

3.1.11 Do-Not-Call Telephone Numbers

Presence Voice Outbound integrates management of do-not-call telephone numbers which are registered in a list of restricted telephone numbers. The configuration is made in the Presence Administrator console. No calls will be made to the numbers included in this list during the course of outbound services, even if they are part of the data loaded for a service.

Each time data is loaded, the system checks if telephone numbers match with those included in the do-not-call telephone list and assigns a “do-not-call” status. These records will not receive calls during the course of the outbound service.

3.1.12 Restriction on Number of Calls Made to Customer

Presence Voice Outbound has the option to set a limit on the number of calls per day that can be made to a customer or record if qualified as an incident (busy tone, no answer, answering machine or fax). The number can be set at any value between 0 and 99.

3.1.13 Campaign Telephone Directory

Some services require agents to make calls, transfers, conferences, etc. to internal extensions or to external telephone numbers.

For outbound and inbound services, Presence offers the option to set up a directory or list of phone numbers and extensions for each service, embedding these actions via CTI in the Agent software (Presence Agent), simplifying these tasks and eliminating human errors.

3.1.14 Sending E-Mails, SMSs and Faxes

Presence Voice Outbound supports the sending of e-mails, SMSs and outbound faxes. This option can be enabled for outbound services or campaigns where it is necessary to send additional information to the customer through these channels following the call.

Examples of typical applications:

- the customer asks for additional information to be sent
- as part of the service it is necessary to send information on the product or service sold
- an e-mail or fax need to be sent to the customer confirming a contract
- a summary of the conversation or confirmation shall be sent to the customer

If Presence Scripting is being used, all or part of the information entered into the various script fields during the call can be used to automatically compose the e-mail by copying this information, significantly reducing the time needed to type the e-mail, SMS or fax.

3.1.15 Outbound Call History

When an outbound call is in progress, Presence Voice Outbound allows the agent to review the call history of the outbound record (customer) by simply clicking a button in the toolbar of the Presence Agent application.

For each call made, the agent can view the following information:

- **Date:** date the call was made.
- **Telephone number:** telephone number dialed to contact the customer. This number can vary for one customer as it is possible to assign different phone numbers per customer or lead.
- **Final:** final status code assigned to the call.
- **Scheduled:** indicates whether the call was scheduled (by the agent or by the system) and the corresponding day and time
- **Login:** login of the agent who handled the call.
- **Name:** name assigned to the login that handled the call.

Also, the number of calls made to the record the same day is displayed (Calls today) and the number of calls made in total since the record was loaded (Total calls).

3.1.16 Real-time and Historical Reports

Presence Voice Outbound provides a wide range of real-time and historical reports providing the service managers with the information they need regarding the status and progress of loads, services/campaigns and agents, enabling them to manage contact center operations effectively. The reports supplied with Presence Voice Outbound are accessible through the supervisor tool and have the option to export these in various formats, including PDF, Excel, Word, etc.

If there is a requirement for customized reports or reports linked to business information stored in other systems and databases that are not part of the Presence Suite, the optional Presence Custom

Report module provides an extremely powerful report designer with a graphic interface that allows to create and to publish any tailor made report.

3.2 Automation

Presence Voice Outbound has three automated dialing modes, so the product can be adapted to different dialing needs:

- Preview
- Progressive
- Predictive

The operation and individual features of each dialing mode are explained below.

3.2.1 Preview

The system detects that a call must be made to a lead and sends a pop-up to the agent. The agent reads through the record details and initiates the call by clicking the "Call" button. This outbound mode is preferred in situations where agents have to consult the details or history of the record before calling. An important parameter is the Maximum time before a call, which defines the maximum number of seconds between the agent receiving the pop-up and making the call. Once this time has elapsed and if the agent has not yet initiated the call, the system will make the call automatically.

3.2.2 Progressive

In the Progressive dialing mode, calls are automatically generated after a contact has been concluded and the agent becomes available again. The system automatically filters out calls to answering machines, faxes, busy tones, no answer, non-existing numbers and only transfers a call to the agent when it has been answered by a person.

The agent's productivity is therefore optimized and their time is not wasted waiting for customers to answer the phone, dialing to wrong numbers, etc. These non-useful contacts are automatically classified by the system per category and dealt with based on the setup of each campaign strategy and re-dialling rules.

Using the "Check Availability of Agents" parameter the system checks the availability of service agents prior to making the progressive call. The system only generates the call if the number of available agents is greater than the number of progressive calls in progress at that time. This option is very useful when agents work on several services (*Call Blending*). If the "Minimum Number of Available Agents" option is also enabled, it is possible to specify the minimum number of agents available for the service, guaranteeing availability of at least this number of agents to process other service interactions. This

value can be entered as either an absolute numerical value or as a percentage of the total number of agents working on a service.

Making outbound calls in progressive mode generates a substantially higher volume of useful contacts per agent per hour compared to the Preview mode.

3.2.3 Predictive

In the Predictive dialing mode, calls are automatically generated before the agent concludes an interaction and becomes available again, i.e. that there may be more calls than agents working on the service. The system only transfers the call to the agent when the call has been answered by a live person.

Non-useful contacts are detected and automatically classified by the system per category and dealt with based on the setup of each campaign strategy and re-dialing rules.

Three different types of algorithms can be used for predictive dialing:

- **By Application:** dialing is triggered by a specific event in the application (Presence Scripting or any integrated business application can be used). E.g. when the agent clicks on an option in a scripting tool that is done on average x seconds before the end of a call, then the system already starts to dial the next record.
- **By Time:** using average call duration as a guide, it is possible to configure how many seconds the system must wait since the last useful contact was allocated to the agent before initiating the next call.
- **Automatic:** based on dialing progress and contact success rate, the system predicts when a call shall be made to provide a useful contact to the agent once he/she became available. A limit can be set for the number of simultaneous predictive calls per agent.

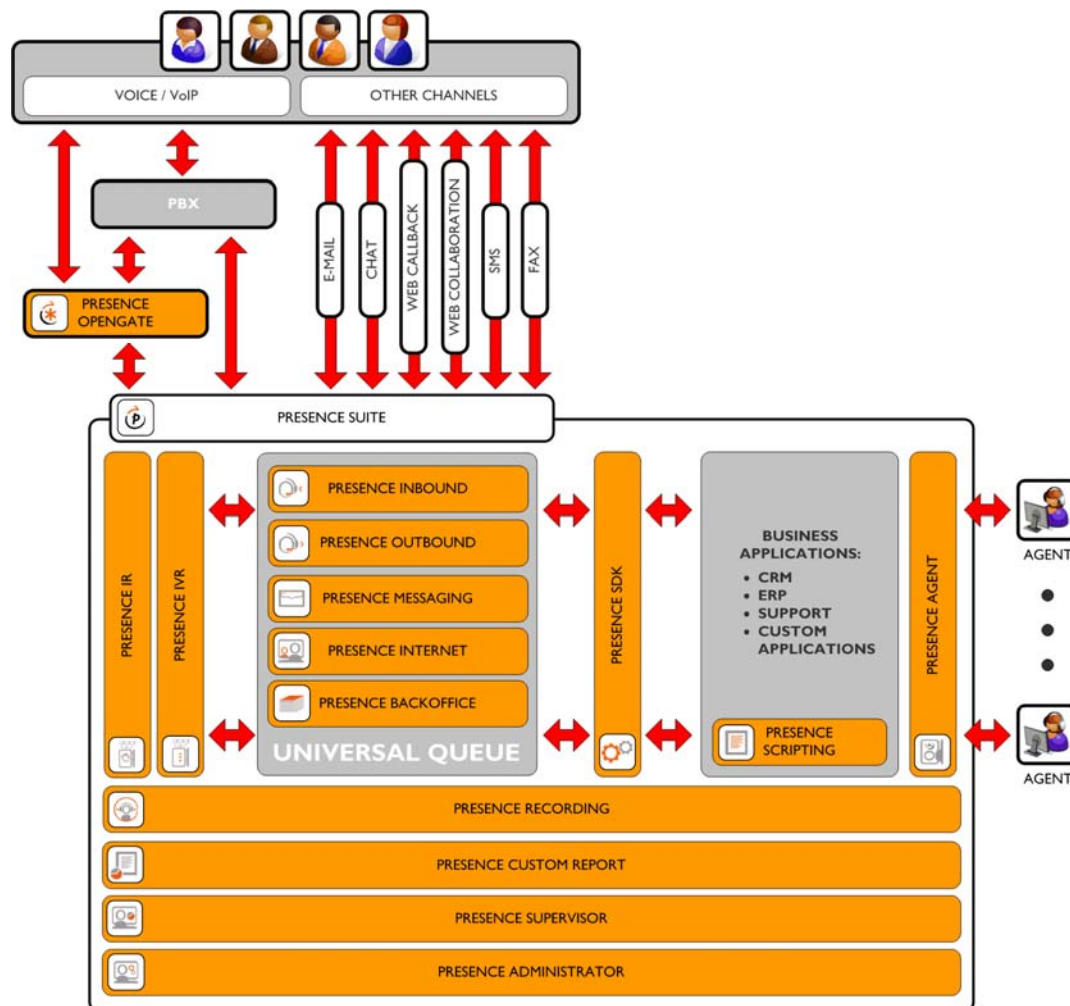
Of all the dialing modes, the Predictive mode generates the highest number of useful contacts per agent per hour, as well as significantly increases agent productivity and the target business ratios.

4 Much more than just Presence Voice Outbound

Presence Voice Outbound is part of a complete modular suite that allows for the use of one or multiple pre-integrated modules to provide a complete solution for managing multichannel interactions in contact centers.

This modularity offers the important benefit that although only the initially required modules are purchased and if in the future new functionalities are required, these new modules are automatically and immediately integrated with the modules already deployed.

The following diagram shows the different modules of Presence Suite and how they interact.



Integration between the different Presence Technology modules

Presence Technology's customer oriented approach motivated the development of solutions that adapt to the specific needs of each user and are focused on solving the specific challenges of each situation. The Presence Suite offers great flexibility to the dynamic world of the contact center, with an unbeatable return on investment.

The Presence Suite is currently the most comprehensive set of contact center tools on the market and has been developed to enhance contact center management, achieving high levels of productivity, quality and customer satisfaction.

The different modules that conforms the Presence Suite are described below:



Presence Voice Outbound: powerful and robust dialer that offers three different automated dialing modes: preview, progressive and predictive. It produces remarkable improvements in contact center productivity and also includes all the functionalities of Presence Voice Inbound.



Presence Voice Inbound: a complete solution for managing the flow of inbound calls, capable of combining any contact center interaction. Just like any other module from the Presence Suite, it can be integrated with any business application using the Presence SDK.



Presence Messaging: adds support for the management of e-mail, fax and SMS channels to the Presence Suite. These channels are managed by the universal queue which operates according to the business rules, priorities and skills of the agents selected in the system to handle the interactions.



Presence Internet: adds support for the management of Chat, Web Callback and Web Collaboration channels to the Presence Suite. These channels are managed by the universal queue which operates according to the business rules, priorities and skills of the agents selected in the system to handle the interactions.



Presence BackOffice: integrates the BackOffice tasks generated in the contact center into a single interaction management queue. This module gives control over these tasks, even if they are not related to interactions previously managed by the Presence Suite.



Presence Scripting: enables scripts to be designed and published so that they can be used in contact center services, using a very simple tool with an entirely graphical interface that requires no programming knowledge. Fully integrated with the Presence Suite, the scripts present and collect the information necessary in each situation to manage the customer or the service.



Presence IR: an engine that automatically performs routing actions based on business rules set up in the interaction management processes or flows. The engine can process any kind of interaction regardless of the channel (calls, e-mail, etc.), routing the interaction to the most qualified available agent.



Presence IVR: adds sophisticated self-service voice portal functionalities to the Presence Suite, integrating TTS and ASR engines. This allows intelligent strategies to be created, along with fully automated interactive services for the contact center.



Presence Recording: a system for recording the agent's conversations and screen. Recording can be activated in accordance with a preset recording plan (by service, extension or login) or on demand. Voice recording and screen captures are completely synchronized. This is an extremely useful tool for quality management or to generate proof of a transaction.



Presence Custom Report: powerful and flexible report designer that can be used to create completely customized reports combining data from the Presence Suite and databases from other systems (e.g., ERPs, CRMs, Ticketing, etc.). It includes a wide range of connectors with other databases. Reports can be exported in various formats, including PDF, Word, CSV, Excel, etc.



Presence Supervisor: online management tool designed specifically for making it quick and easy for service managers to implement business rules in the Presence Suite. From this tool, all Presence Suite modules can be managed. It is operated entirely through a highly intuitive and easy-to-use GUI. The tool incorporates a wide range of real-time and historical reports providing total management control over the contact center.



Presence Administrator: a management tool that enables the system administrator to configure technical parameters of the Presence Suite, as well as to grant different access levels and assign profiles for the various system users.



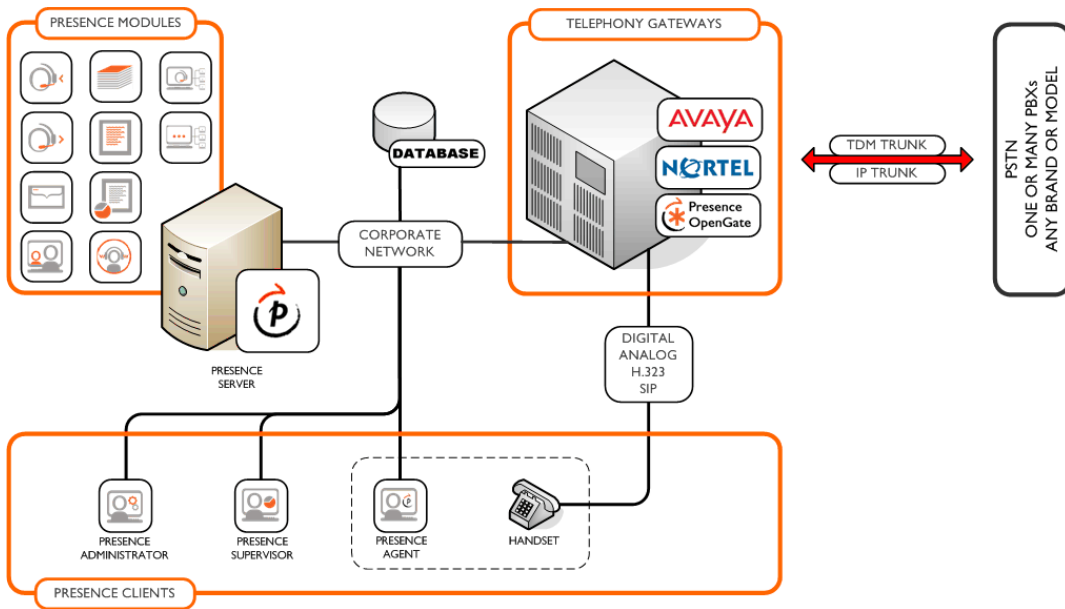
Presence Agent: front end in toolbar format that the agent uses to handle interactions. The module can be installed on the agent's workstation or run entirely through an online interface. The Presence Suite includes an automatic software update service.



Presence SDK: development kit that can be used to integrate the Presence Suite with any other business software tool used in the contact center.

Presence OpenGate: powerful and flexible TDM and VoIP gateway fully integrated with the Presence Suite. Based on the robust and flexible Asterisk switching engine, but optimized by Presence Technology to meet the highest standards of performance, scalability and availability established in the most demanding contact centers. It enables the Presence Suite to be deployed without the need of a telephone switch or interconnecting it with any PBX on the market.

Regardless of the telephony solution selected, the Presence Suite has been designed to support various telephone switches without having to make changes to the software and with the option to easily migrate between different telephony platforms. Additionally, as its architecture is based on open standards, the Presence Suite adapts to all contact center environments and sizes, minimizing the TCO. Its remarkable flexibility allows for deployment in entirely virtualized environments.



Architecture of the Presence Suite

More detailed information on each module can be found on the Presence Technology website: www.presenceco.com

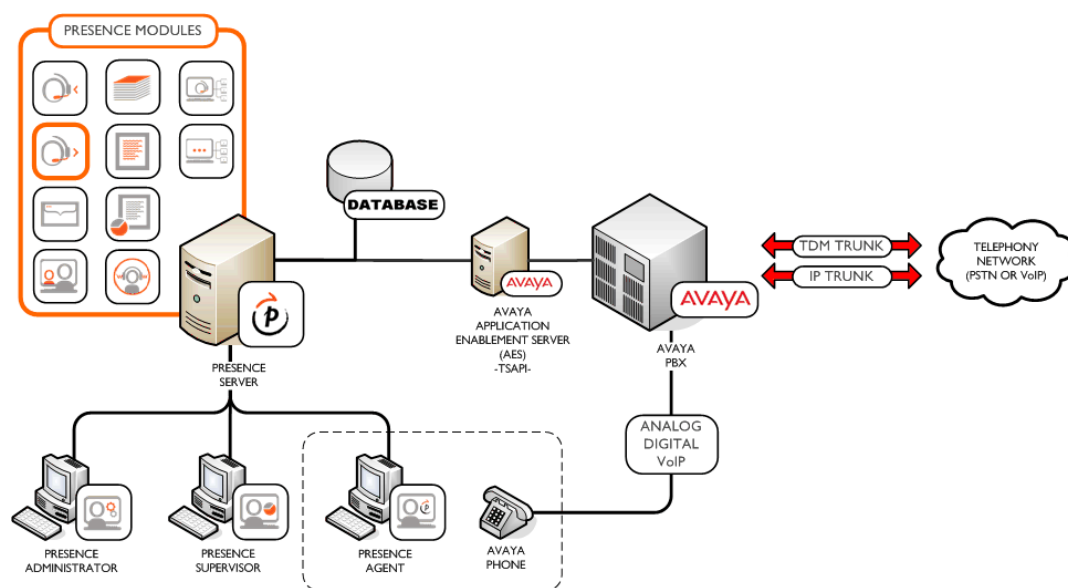
5 Architecture of Presence Voice Outbound

The Presence Suite is compatible with numerous PBXs on the market. It interacts at CTI level with Avaya and Nortel PBX /ACDs, and using the TDM and VoIP Gateway (SIP, H.323, IAX) Presence OpenGate enables the Presence Suite to be connected directly to the Switched Public Telephone Network and / or integrated with any PBX on the market, regardless of its make and model.

The next section provides information on the architecture for interconnection with Avaya, Nortel and through Presence OpenGate.

5.1 Avaya

The Presence Suite, and therefore the Presence Voice Outbound module, integrates natively with Avaya Communication Manager using the CSTA protocol and the TSAPI application interface. Avaya offers two hardware elements that enable this communication: using AES servers or in older Avaya PBXs through MAPD cards.



Integrating Presence Voice Outbound with Avaya PBXs

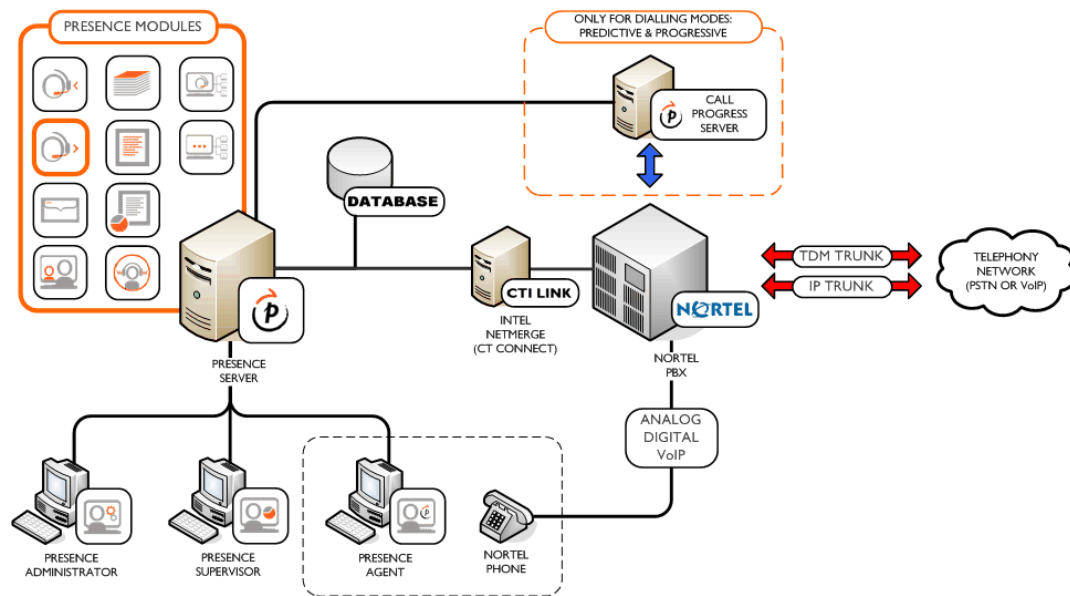
The algorithms embedded in the Avaya PBX/ACD enable Presence Voice Outbound to detect non-useful contacts such as: no answer, fax, answering machine, network saturation and busy tone.

Presence Voice Outbound has a set of real-time and historical reports covering the services and campaigns it manages. The way in which it is integrated with the telephony switch enables the ACD of

the Avaya PBX to control the calls, and as a result the information on each call and queue is also stored in the CMS.

5.2 Nortel

The Presence Suite, and therefore the Presence Voice Outbound module, integrates natively with Nortel PBX through the CSTA protocol, using Intel's CT Connect software as a gateway. Non-useful contacts are detected through the Presence Call Progress server, which can even be installed, depending on the number of simultaneous seats supported, on the same Presence Server where the various Suite modules are installed. Presence Call Progress Server is only required if the progressive or predictive dialing modes are used.



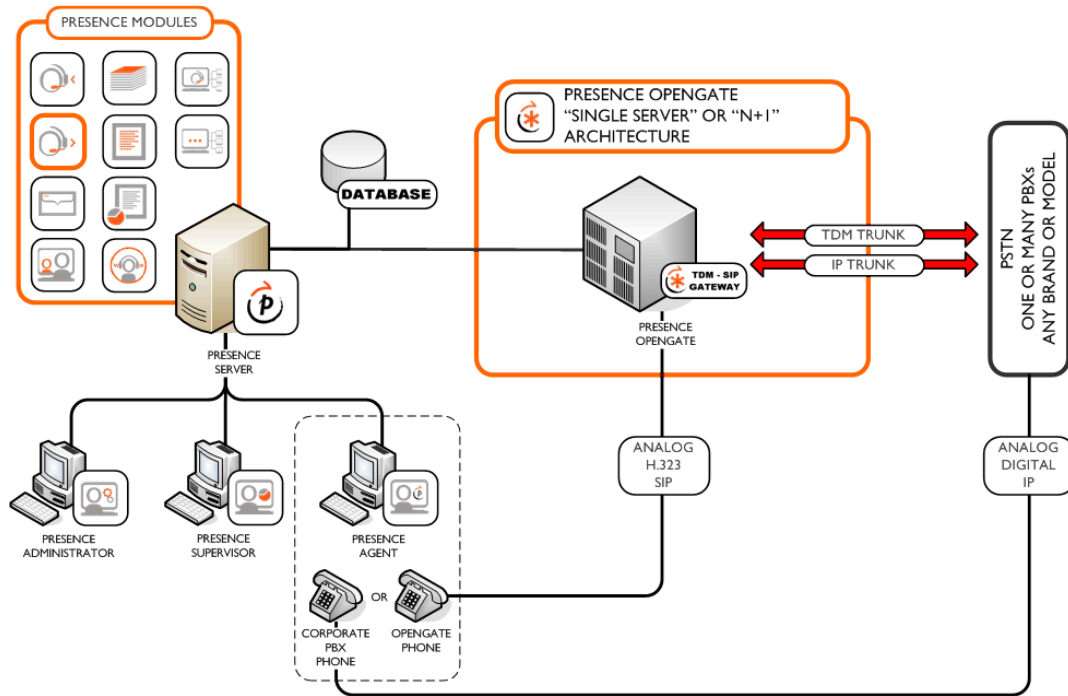
Integrating Presence Voice Outbound with Nortel PBXs

Presence Voice Outbound has a set of real-time and historical reports covering the services and campaigns it manages. The way in which it is integrated with the telephony switch enables the ACD of the Nortel PBX to control the calls. As a result of this architecture the Nortel Symposium Server also holds the information on each call and queue.

5.3 OpenGate

Presence OpenGate is a TDM and VoIP gateway based on the Asterisk switch, integrated with all Presence Suite modules. As with Avaya CM, CTI communication with the Presence Suite, and therefore the Presence Voice Outbound module, uses the CSTA protocol supported by the OpenGate Proxy developed entirely by Presence Technology. For the progressive and predictive dialing modes, the

detection of non-useful contacts is done by the Asterisk switch engine and the result is sent back to Presence Voice Outbound, qualifying the record automatically.



Integrating Presence Voice Outbound with Presence OpenGate

The development that Presence Technology has performed implementing the entire management layer on Presence OpenGate, enables a series of functionalities not included in other products and allows for splitting the call volume between different Asterisk switching servers. This architecture provides an extremely flexible environment and enables the N+1 cluster architecture to implement Presence directly connected to the public telephony network or even to simultaneously integrate it with one or more PBX platforms from different manufacturers, making it a complete system with Command Center functionality.

6 About Presence Technology

Presence Technology is a software solutions company focused on maximizing the contact center performance and experience.

Our dedication to serving the client has led us to develop solutions that adapt to the specific needs of each user. The Presence Suite affords great flexibility to the Contact Center's dynamics, and contributes directly to improved productivity margins for services, providing a return on investment unbeatable in this industry.

The Presence Suite is currently the most comprehensive collection of Contact Center tools on the market, and has been developed to improve Contact Center management while achieving the highest levels of quality and customer satisfaction.

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