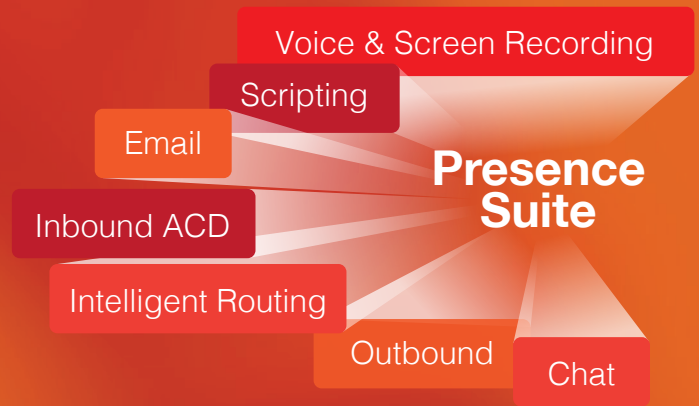


Presence Inbound



One of Our Most Powerful Solutions for Your Most Critical Customer Interactions

All contacts with your clients are important, but inbound voice calls carry special significance. They are the most immediate and personal interactions you have with your customers. They also happen to be your most costly points of contact. For all of these reasons, it's imperative that you have an agile and adaptable system in place that helps your agents respond efficiently, but also provide the most appropriate information to create a personalized experience based upon your customers' specific needs.

Presence Inbound leverages a comprehensive arsenal of data, automated workflows and scripting, technical flexibility and features to optimize the successful resolution of all your inbound interactions. With Presence Inbound you can:

- Provide holistic customer/issue context by displaying previous contact history and complete client data via screen pop and CRM integration
- Keep associated data "attached" to calls even through call transfers
- Improve First Call Resolution (FCR) by using skills group routing to place customers in contact with the most qualified available agent
- Access real-time, historical and custom reporting on call content, duration and disposition
- Easily adapt to volume by blending inbound and outbound calls as well as other channels/queues
- Automatically call back customers who don't want to hold for an available agent while maintaining queue placement
- Access all other Presence Suite communication channels

Presence Inbound-Features and Capabilities that Personalize the Customer Experience

Intelligent routing via outside data	Contacts sent to specific agents/departments according to call volume and agent expertise, as well as embedded information, business rules and customer-provided data
Capture Call	Automatic return of customer call to complete transaction or retrieve incomplete info (ie, dropped call)
Call Back Manager	Creates an in-queue placeholder for callers, enabling call back at a time, place and number of their choosing
CMS supplemental reporting	Fast and easy script creation tools: snapshot history, on the fly editing and immediate publishing.
Voice and Screen recording	Enables reporting of all multi-media inbound interactions (not just voice)
Scripting	On-demand or full service recording for quality monitoring, regulatory compliance
Screen Pop work environment	Automatically determines appropriate on-screen workspace and activities based on agent/customer input (including scripts, forms/templates, screen/voice recording)
Agent Toolbar	Simplifies the management of all customer interactions through the use of a toolbar; frees up desktop screen for other applications. Includes a fully-featured softphone and the ability to make internal and external calls.
Automatic access to contact archive	Full agent visibility of associated email, fax, SMS, chat, Web Call Back, social media and back office communications and activities
SDK integration	Customize for full synchronization with legacy systems and critical 3rd party applications such as Salesforce.com, Siebel, Clarify and AS400 applications

The Benefits of Intelligent Call Management

Presence Inbound optimizes the call experience on both sides of the equation—faster resolution of issues and completed sales transactions for your customers, and streamlined operations for you.

- Increased personalization and customer satisfaction
- Greater call efficiency—fewer calls and less time required to resolve issues and transactions
- Eliminates data silos with improved agent access to and integration of all associated customer information
- More up-selling and cross-selling opportunities
- More efficient allocation of staff and resources
- Prolongs longevity and protects investment in legacy PBX systems by introducing scalability and seamless integration of advanced features and capabilities

The All-In-One Solution for Making Better Contacts

Presence is contact center technology designed by professionals with hands-on contact center experience. As a result, you get benefits that provide real competitive advantages.

- Concurrent licensing for lower cost of ownership and reduced overhead
- Greater responsiveness to client/customer demands
- Improved customer satisfaction
- Eliminates siloed data and functions
- Less reliance on IT
- Increased agent accuracy, efficiency and productivity
- Consistent, intuitive UI reduces training time, speeds campaign development, launch and fine-tuning
- 24x7 customer support

Contact us today to learn how Presence Technology can increase profits and productivity for your contact center.

Presence Technology is a worldwide leading provider of multi-channel contact center solutions that enable contact centers to optimize resources and improve communication process efficiencies. Designed to work as a standalone solution or in tandem with an existing PBX, Presence simplifies communication between businesses and their customers, reducing the need for costly equipment changes or upgrades. Presence solutions are consistently recognized for quality and innovation, most recently receiving TMC awards for Unified Communications Product of the Year and Communications Solutions Product of the Year. Presence has a portfolio of global clients serviced by a team of highly skilled professionals, and a network of strategic partners in North America, Latin America, Europe and Africa supporting their efforts around the world.