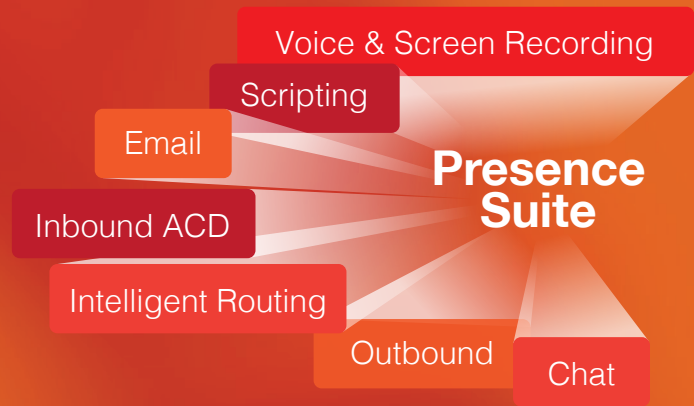


# Presence Web Interactions



## Exceed Client Expectations With Full Service Capabilities Online

The amount of time your customers spend online has increased exponentially during the last few years. And so have their demands for web-based services and responsiveness. Presence Web Interactions module puts three valuable online functions—Chat, Web Call Back and Web Collaboration—at users’ and agents’ fingertips to immediately enhance your live online support.

### Presence Web Interactions provides

- Comprehensive, collaborative customer support online
- Customizable Agent/Customer chat interface
- Secure transactions (SSL) in all modes
- Automatic collection of data on customer web site activity prior to agent contact
- Recording and archiving of all interactions for quality control
- Native integration with the Presence Suite that shares ACD engine used by other channels
- Same level of reporting as other Presence multi-channel applications for better agent management and workgroup performance
- Real-time dashboards and supervisor consoles for agent monitoring (including ability to archive chat content for compliance and training purposes)

### Comprehensive Functionality to Better Serve the Demands of Your Online Customers

#### Three Ways to Boost the Effectiveness of Your Online Communications

##### Chat

One click initiates 2-way support communication enabling customers to continue navigating processes or web pages.

##### Web Call Back

Three simple steps—click, enter name, enter phone number—generates voice call with live telephone support while customer remains online.

##### Web Collaboration

Contact center agent shares screen views with customers while providing Chat or Voice support.

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
Agent response database	Standard responses, such as instructions, links and referrals, drawn from dynamic knowledge base
Chat transcript	Conversations can be emailed to customers and stored in Presence database
Multiple conversations in Chat	Supports up to 9 chat interactions simultaneously per agent
Automatic data collection	System monitors activities and generates reports according to customized business rules
Qualification codes	Can be customized for individual sessions and campaigns

## Whether Your Business is Sales or Service Benefits That Strengthen the Bottom Line

Presence Web Interactions' features and capabilities go far beyond customer support and resolving client issues. In addition to optimizing your contact center, they improve how you do business.

- Increased opportunities for save-the-sale, up-selling and cross-selling
- Integrate with CRM or other databases to identify and prioritize high-value customers and customize responses accordingly
- Improved customer satisfaction and loyalty
- Minimal agent training required
- Dynamic routing based on business rules and agent expertise
- Streamline operational efficiencies and elevate agent productivity

## The All-In-One Solution for Better Business Performance

Presence is contact center technology designed by professionals with hands-on contact center experience. We provide the tools necessary to simplify how you do business, saving you time, money and resources so you can focus on what matters the most - your customers.

- Concurrent licensing model for lower total cost of ownership and reduced maintenance
- More responsive to client/customer demands
- Improved customer experience
- Eliminates siloed data and functions
- Less reliance on IT for system management
- Improved agent accuracy, efficiency and increased productivity
- Improved customer experience
- Intuitive UI reduces training time, speeds campaign development, launch and fine-tuning
- 24x7 customer support when you need it

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.