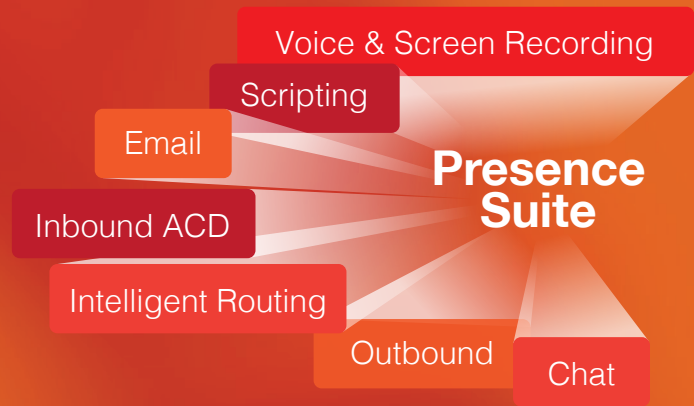# Presence Web Supervisor

Manage All Contact Center Operations In Real Time and On-The-Go

Contact center managers and supervisors can't manage while tethered to their desks. Yet they still need to be able to launch new campaigns and programs at a moment's notice and respond to new trends and demands as soon as they are identified. Presence Web Supervisor delivers real time control over contact center operations using any web browser. This enables managers to identify issues, view reports and take action whether they are at their desks or on a mobile device.

Presence Web Supervisor provides:

- Zero footprint – no software needed
- Complete visibility across all Presence applications in any web browser
- A highly intuitive UI for fast access to and mastery of all functions
- Easy creation of business rules that are implemented across the full Presence Suite

- Access to reports, alerts, and campaign management tools
- Improved insight into individual and team performance
- A proactive perspective for identifying and addressing potential training issues

Presence Web Supervisor—Tools to Streamline Your Management Responsibilities

Integrated, mobile management tool	Supervisors can manage agents, access applications, and run reports from any web based browser
Real time dashboard	Quickly identify issues or trends and share status and results with agents
Tabbed organizational desktop	Drag & drop functionality to create fully customized dashboards and views
Standard and custom reporting	Access real-time and historical reports. Custom reports can be easily created using an intuitive graphical report designer
Scripting tool	Easily create and implement customized agent scripts to ensure consistent branding and communications. No programming knowledge required

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Optimize Your Entire Enterprise

Web Supervisor is provides practical insights and capabilities to your management team and call center operations.

- Start, stop, fine-tune campaigns and add lists on-the-fly
- Implement changes immediately across the Presence Suite
- Schedule reports for regular, timely updates

- Access to complete range of real-time and historical report templates and ad hoc reporting capabilities
- Rule-based alerts call attention to unexpected issues

Help Your Managers Focus on Your Business, Not on Technology

Presence Web Supervisor lets key personnel devote their efforts to maximizing the results of client and customer interactions with your contact center.

- Automated functions ensure accuracy, timeliness and compliance with legal and regulatory guidelines
- Scheduled reports and other metrics improve business intelligence
- Added insights enable you to anticipate and respond proactively to business challenges

- Staff and other resources are allocated more efficiently
- Better coordination of activities successfully supports company initiatives

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.

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