

Presence OpenGate: the multi-channel Contact Center solution for any PBX

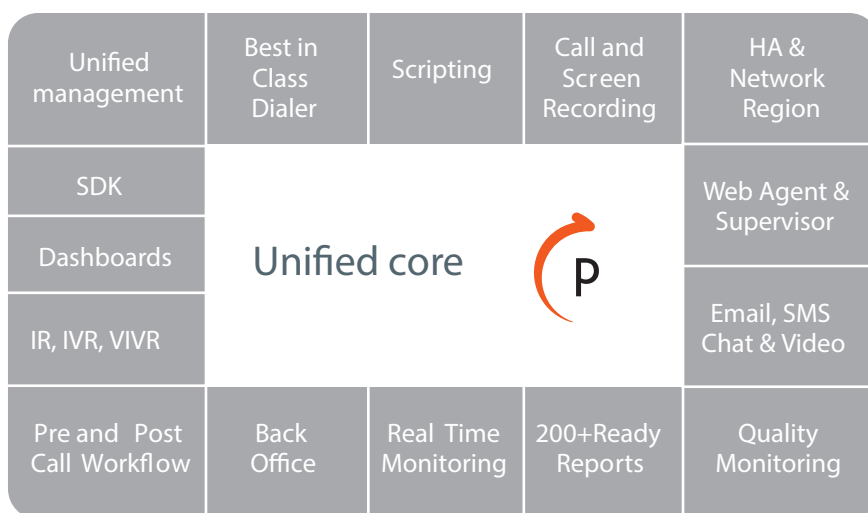
The Presence Technology Advantage

Presence Technology is a worldwide leading provider of multi-channel contact center solutions that enable contact centers to optimize resources and improve communication processes and efficiencies. Presence manufactures the most complete modular all-in-one Suite that simplifies communication between businesses and their customers reducing the need for costly equipment, changes or updates.

The Presence Suite is 100% software and virtualizable, highly scalable and adaptable to any business scenario.

It features reporting on any channel or channel combination.

The Presence modular approach allows you to buy or rent and install only what you need today, yet provides a seamless future growth path without the need for complex implementations or upgrades. All modules are pre-configured through a unified and common core. Its scalability has been tested and proven by the more than 75,000 agents worldwide, who use the Suite on a daily basis.



Presence delivers results (Average proven in Presence clients)

↓ Average Handle Time	15%
↓ Maintenance costs	33%
↓ Training agent costs	38%
↓ IT support	57%
↓ Total Cost of Ownership (TCO)	42%
↓ New campaigns - Time to market	70%

We reduce

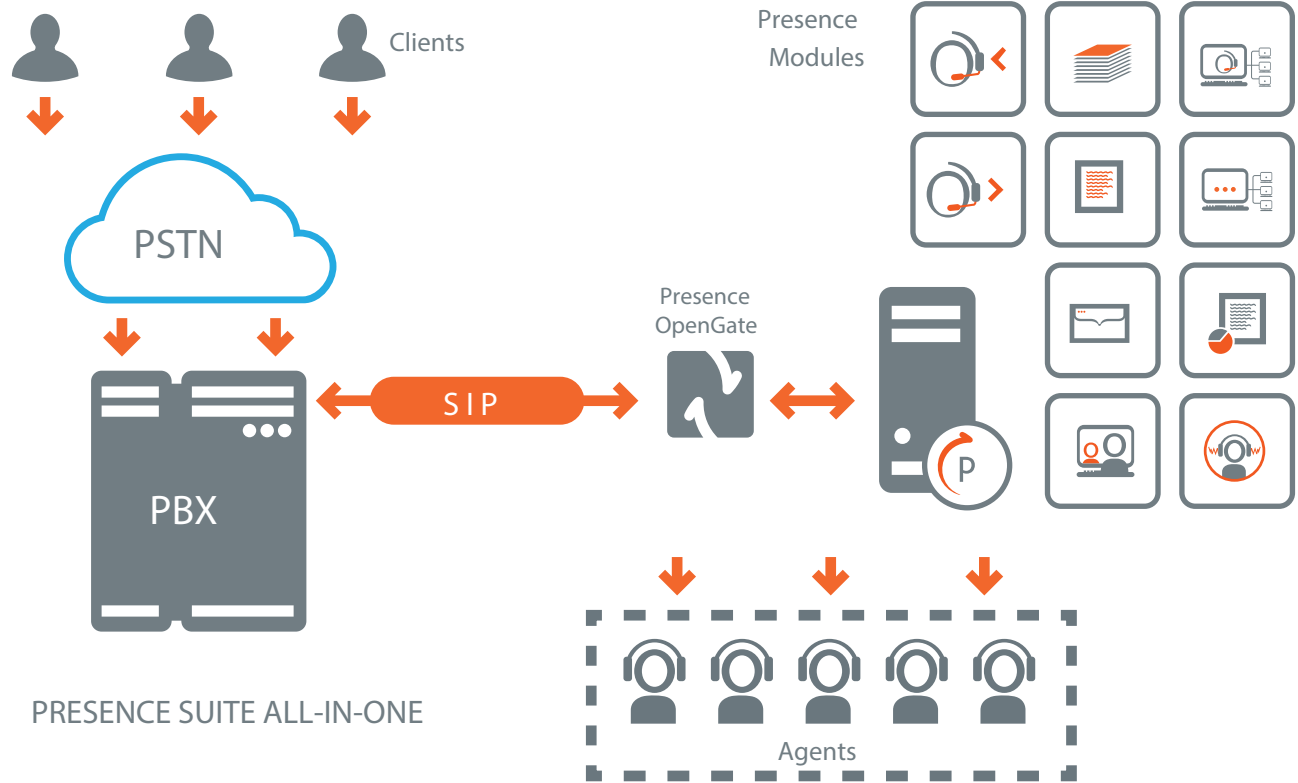
We increase

↑ Contacts per hour	55%
↑ FCR	17%
↑ Agent productivity	36%
↑ Agent occupancy	17%
↑ Sales per hour	24%
↑ Conversion rate	24%
↑ Service Level	22%

Presence OpenGate

Presence Technology's R&D team has developed the opengate gateway to meet the highest demands imposed by the most stringent contact centers, in terms of performance and scalability. The combination of Presence opengate and the Presence Suite

significantly reduces the financial investment needed to deploy a multi-channel solution for the contact center. This ensures the future growth of your contact center, regardless of its size, location, current architecture or business challenges.



Presence OpenGate Highlights

- ▶ Significant reduction of initial investment
- ▶ Fast and easy implementation
- ▶ High up-time, redundancy and scalability
- ▶ Functional in any environment
- ▶ Available as stand-alone set up or for use with many PBXs
- ▶ All Presence Suite features
- ▶ Scalability > 1000 seats

Business Benefits

- ▶ World class Contact Center Solutions made available for restricted budgets
- ▶ Redundancy and load balancing with N+1 architecture
- ▶ Easy Integration with other Telephony platforms
- ▶ Open Standards, not proprietary hardware dependent
- ▶ Get a PBX/ACD + many other suite of solutions which will improve quality, productivity, and customer satisfaction for the same cost of a proprietary PBX