presence
technology

Higher education institutions and universities need a Contact Center system to manage the vast number of student and 3rd party requests, as well as to support an emergency notification system. Universities rely on recruitment, donations and sizeable tuitions to succeed, so it is critical they provide superior levels of service and safety measures. However, public and state universities are often faced with limited budgets, so it is necessary to implement a system that not only helps lower operating costs, but retains the quality of service. **Presence for Education** offers higher education institutions a **scalable multi-channel Contact Center solution**, which allows for effective communication, as well as facilitating an **efficient notification system**, while **reducing costs.**

Emergency Response and Preparedness

It is critical for universities to incorporate an emergency alert system to ensure the safety of students and faculty. **The Presence solution** allows students and staff to receive automated notifications via phone, text messaging, email, and social media. The school can utilize **Presence Outbound** and **Presence RoboDialer** to create specific contact lists to notify a limited group for less severe emergencies, such as weather alerts or school closings, or to notify the entire institution of more dangerous emergencies.

By alerting students to a crime or catastrophe, an emergency messaging system can prevent disaster.

Enhanced Communication

The **Presence Suite** enables the school to handle a variety of requests in an efficient manner, enhancing communication. **Presence Messaging, Internet** and **Social Media** allow the university to **stay connected** with the student body via multi-channels. **Presence Intelligent Routing** can route inbound communications to the appropriate department or staff member, and **Presence IVR** can facilitate a number of requests through a self service method. Universities frequently field inquiries such as enrollment and admissions, financial aid and tuition, class registration, grade and transcript requests, and campus housing requests, many of which can be easily answered with an **automated system**.

In addition, **Presence Back Office** can automate many administration tasks such as with transcripts and student information in the registrar's office, reducing the transaction time for student requests.

Scalable Technology

Presence Technology solutions can be hosted On Premise, Hybrid or Cloud – thus helping to maximize stretching dollars. The solution is tailored specific to the agency needs and is flexible to allow for future growth. Presence Technology also understands the important role in supporting the environment and the incentives for going green. Our Cloud and Hybrid solutions eliminate outdated hardware, which helps reduce waste and recover costs.

Presence for
Education

- Presence Hosted Contact Center
- Presence OpenGate
- **Presence Voice Outbound**
- **Presence Scripting**
- Presence Voice Inbound
- Presence Intelligent Routing
- **Presence IVR**
- **Presence RoboDialer**
- **Presence Reporting**
- Presence Back Office
- **Presence Messaging**
- Presence Internet
- Presence Social Media
- **Presence Recording**
- Presence Agent
- Presence Supervisor
- Presence Administrator

Fundraising and Recruitment

Fundraising and recruitment play a large role in most education institutions, therefore necessitating outreach campaigns. Public universities rely on donations and fundraising to thrive, and larger institutions depend on athletic ticket sales and enlisting alumni boosters to bolster their bottoms line. It is also important for schools to generate applications and recruit the best students, to increase reputation and revenue. In conjunction with a **Presence** **Outbound** campaign, **Presence Scripting** can play a critical role in a university's outreach efforts by presenting the right messaging to achieve results, and **Presence Reporting** can run detailed reports on benefactors from previous years to create specific campaign targets, thereby targeting meaningful contacts. **Presence for Education reduces the manual effort** in outreach campaigns, while increasing fundraising and recruitment successes.

- Emergency notification systems via phone, SMS, and social media
- Automated systems for class registration, enrollment status, grade retrieval
- Increased fundraising and recruitment
- Back office tasks are automated
- Campuses can communicate with students via multi-channels

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Been there, done that, ask us how!

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