



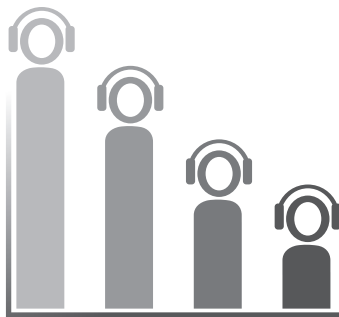
In the current economy, government agencies are challenged to meet public expectations, while obtaining substantial cost savings and productivity. Presence Technology offers an all-in-one call center solution designed to effectively assist the public sector, controlling ever tightening government budgets. The Presence solution is convenient and user friendly, allowing cross agency functionality and response.



Citizen Access

Government agencies have been mandated to improve customer service*. Citizens now expect 24 x 7 access across many communication channels, including self service options such as, tax services, payment processing, emergency response and 311 access to locate a department

or city service. The Presence Suite offers contact centers multiple ways to interact with the public at any time of day – including voice, email, chat, SMS, fax and social media networks, ensuring that each issue is promptly resolved, no matter the medium.



Reduces agent assisted calls

Increased Productivity

Presence Technology seamlessly blends self-service and agent assisted calls. Presence Inbound and Intelligent Routing allow inbound callers to be routed to the appropriate agent, or agency, best suited to handle the call – or with Presence IVR, callers have the option to utilize convenient self service options such as hearing pertinent agency announcements

or updates, which increase operational efficiency, while meeting citizen informational needs. By utilizing these combined features, many callers can by-pass an actual agent interaction, reducing the cost to taxpayers, while still obtaining important information.

Performance Management

Government agencies are ever responsible for reporting and justifying cost expenditures. Presence Reporting allows contact center management to accurately report on performance levels and analyze metrics. In addition,

Presence Back Office reduces administration costs, by automating redundant tasks. These tools allow management to take a proactive approach to identify and solve problems before they evolve into costly issues.



Presence Technology understands the important role that government agencies play in supporting the environment and the incentives for going green...

Public Awareness

To generate public responsiveness, Presence Outbound and Scripting can be utilized to conduct successful outreach campaigns such as raising awareness and fundraising, as well as disaster preparedness and response. Presence RoboDialer is a broadcast dialer that allows agencies to create simple

automated messages; for example, emergency notifications for public employees, informing citizens of a citywide outage, or collections of delinquent taxes. Presence RoboDialer is also a very useful tool for tasks such as appointment reminders and prompts for renewing passports and visas.

Advantages

- Convenient 24 x 7 public access
- Cross agency functionality and management
- Self Service Options for Public Service Messages and Emergency Response
- Payment Processing
- Reduces agent assisted calls
- Performance Management Reporting to justify expenditures
- Software only solution promotes Green Technology



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

Scalable Technology

Presence Technology solutions can be hosted on premise, Cloud or hybrid – thus helping to maximize stretching dollars. The solution is tailored specifically to agency needs, including at home agents, and is flexible to allow for future growth. Presence Technology also understands the important role that government agencies play in supporting the environment and the incentives for

going green. Our Cloud and Hybrid solutions eliminate outdated hardware, which helps reduce waste and manage costs.

Presence Technology enables government agencies to exceed public expectations and increase satisfaction, while reducing cost per citizen contact.

Been there, done that, ask us how!



Presence for
Government



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