

Presence Reporting



Track and Improve Contact Center Performance

To optimize contact center efficiency and maximize the productivity and profitability of your agents, one element is critical—the right reports.

Presence Reporting provides the timely operational metrics you need to identify customers' priorities and monitor the demands placed on your agents. Whether you use report templates developed by our contact center experts or the customizable reporting tool, you get meaningful, practical information that can lead to increased efficiencies and improved service.

With Presence Reporting you get:

- Complete data visibility across all Presence modules and multi-media channels
- Real-time statistical reporting and key performance indicators to effectively manage agents, queues and respond proactively to changing conditions
- Customizable dashboards with thresholds and alerts that use real-time monitoring of ACD queues, agent activity, campaign performance and list penetration
- Access to historical reporting to identify trends, issues and opportunities for more informed decision making
- A simple click-and-go wizard-guided tool to quickly create customized reports

Data Mining Made Easy

It's no surprise that the modules of the Presence Contact Center Suite generate standardized data that can be shared within the system. But Presence Reporting also integrates effortlessly with your existing CRM, ERP and other corporate databases. This enables you to work with data and processes with which you are already familiar. It also provides access to a truly comprehensive range of information to provide the most timely and compelling results possible.

Presence Reporting—Insight and Intelligence for Your Business

Full integration with external data sources	Compatible with external corporate databases, such as Oracle or SQL
Standard reports	More than 60 templates available
Automated generation and distribution	Establish regular schedule of automatic report creation and distribution to approved recipients
Custom reporting	Incorporate a variety of objects, filters, variables, functions, data groups and graphics to illustrate report findings
Export reports	Easily extract reports using common formats

Better Data, Better Reports, Better Decisions

Our experience and expertise combined with the scope and power of Presence Reporting gives you the information you need to meet and exceed all your operational and business goals.

- Unified consolidation of all data sources and systems
- “Holistic” view provides more timely, accurate, useful results
- No programming knowledge required with wizard-guided report creation

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.