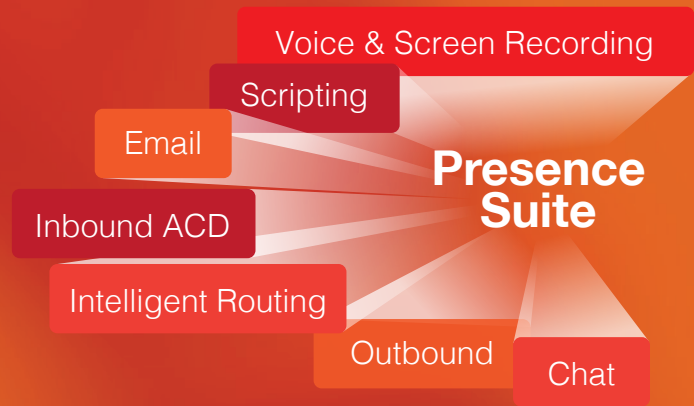


Presence Web Agent



Easy Deployment of a Flexible Agent Interface for an Unsurpassed Customer Experience

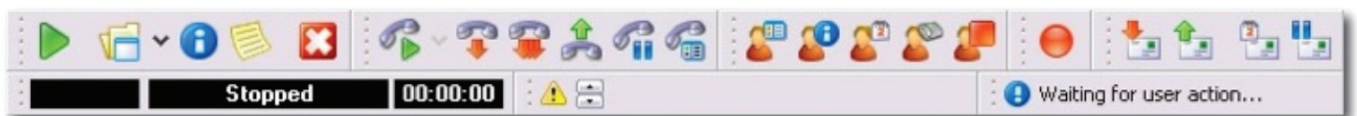
Presence Web Agent interface is a feature rich, 100% browser based workstation, enabling your contact center to flex with call volumes and provide all contact center features to remote employees. With Presence Web Agent, there is no need for expensive modern personal computer hardware to run your contact center agent workstations. Presence Web Agent delivers ALL the Presence contact center features and the voice path right through the browser with Web Real Time Communication (WebRTC), giving you the flexibility you need to meet today's contact center challenges.

Presence Web Agent—Connectivity, Productivity, and Flexibility

Contact centers are increasingly relying on home offices and remote offices to scale their workforce, save money and meet their corporate disaster recovery requirements. Regardless of location, your agents can log into Presence Web Agent and provide customers with the same quality of experience they would receive if the agent were onsite.

Presence Web Agent benefits:

- Flexible, easy to implement solution. Ideal for today's mobile workforce
- Zero footprint - no software installation or maintenance
- Ability to take phone calls without a handset
- Built-in back up and disaster recovery plan



Features and Capabilities

Screen Pop at time of call delivery	Remote agents receive rich data pertinent to the call or customer account
Browser and operating system independent.	Compatible with Firefox, Google Chrome, Internet Explorer and iPad
WebRTC technology for quality communication	Built-in quality of service for voice calls, using the latest Opus codecs. No telephone handset required
Visibility to critical contact center information	The Agent Toolbar provides information about queued statistics, workgroup assignments and live supervisor communications

A Virtual Call Center With Real-World Benefits

The demands on your contact center are complex. Your customers expect a seamless, multichannel experience. Your leadership wants reduced costs, improved productivity and scalable services. On top of that, your agents need a flexible work environment that gives them the ability to work remotely and accommodate varying schedules. Web Agent provides a quick and cost effective way to extend your full contact center capabilities using a web browser, and is the virtual platform you need to enable your mobile workforce.

The All-In-One Solution for Better Business Performance

Presence is contact center technology designed by professionals with hands-on contact center experience. We provide the tools necessary to simplify how you do business, saving you time, money and resources so you can focus on what matters the most - your customers.

- Concurrent licensing model for lower total cost of ownership and reduced maintenance
- More responsive to client/customer demands
- Improved customer experience
- Eliminates siloed data and functions
- Less reliance on IT for system management
- Improved agent accuracy, efficiency and increased productivity
- Improved customer experience
- Intuitive UI reduces training time, speeds campaign development, launch and fine-tuning
- 24x7 customer support when you need it

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.