

Presence Suite for Outsourcers

THE PATHWAY TO PROFITABILITY

An Enghouse Interactive Solution

Enghouse Interactive is the Productivity Partner for Outsourcers. We help clients exceed goals, increasing revenue and contacts per hour. Presence Suite is the #1 go to solution for the world's leading Contact Center management providers, and top Outsourcers in the United States, Europe, Latin America and Africa.

- If Cost-Reduction is one of your main goals
- If you are concerned about agent productivity
- If you want commitment to a high Service Level avoiding over staff
- If you need to maximize the conversion rate of your leads
- If you would you like to shorten your Average Handling Time
- If lowering operational costs by maximizing existing resources is a priority
- If it is important to increase Outbound campaign revenue
- If you are seeking a solution that aligns contact center performance to customer strategy and business goals
- If your back-office fulfillment services would extend contact center efficiency
- If you require scalability to adapt or increase the necessary resources to Contact Center demands
- If you are looking for a business user driven contact center solution
- If you need real time reporting
- If you need to reduce your agent training times
- If your business requires quick changes on the fly

Presence for Outsourcers is the answer for the most frequent industry challenges:

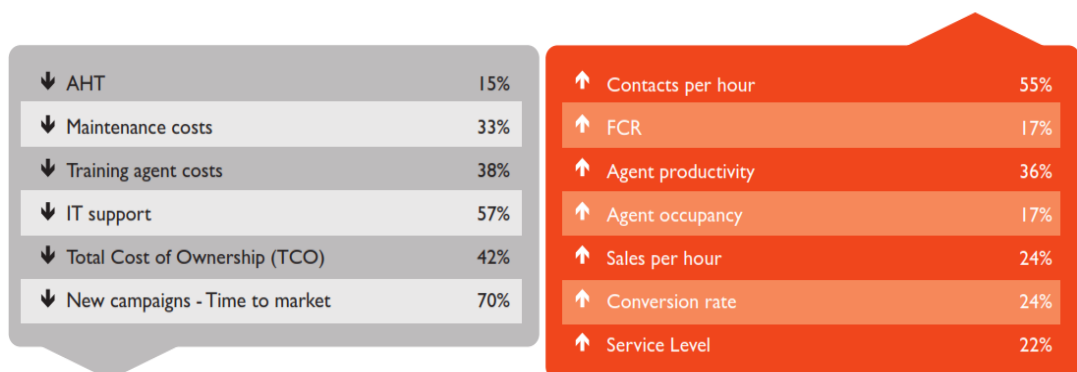
Most of our BPO Client's Contact Center Managers agree that their call centers are very fast paced, and they blend utilize agents between inbound and outbound services and across multiple projects within different verticals they cover. They also state that certainly would recommend Presence Suite due to its high-performance and because they have been a great partner with them.

Benefits of Presence for Outsourcers:

- Training and Quality Management
- Commitment to Client Requirements, Adaptability, Flexibility and Infrastructure simplification
- Integration with Third Party Client applications and Application Independence
- Become more competitive by improving Service Levels
- Reduce Human Error
- Unified Reporting
- Virtual Contact Center
- Operation Management and Control
- Client Business Processes, Rules, Logic and Intelligence
- Easy and cost-effective overflows between sites
- Back Office integration

“Presence for Outsourcers is the most cost-effective, flexible, scalable, and productive platform for your outsourcing contact center operations.”

Presence delivers results!*



* An average proven in Presence clients around the World

The Presence Suite is totally modular, so the Outsourcer can purchase only those modules required to satisfy their initial needs, with the ability to extend modules and features in the future as required, reusing the modules and licenses already purchased as well as maximizing and protecting the investment already made.

The suite has an extensive number of modules, which add specific features to the product. All the modules are pre-integrated, so they do not require any integration effort to make them work orchestrated with other modules already purchased.

All modules interact through the same core, sharing the events and information used and managed by the solution, storing all the data and information in a consolidated and normalized database.



- Presence OpenGate*
- Presence Outbound*
- Presence Scripting*
- Presence Voice Inbound*
- Presence Intelligent Routing*
- Presence RoboDialer*
- Presence Reporting*
- Presence Back Office*
- Presence Messaging*
- Presence Internet*
- Presence Recording*

One of the major benefits of the Presence Suite is the ease of use and adaptability to dynamic changes. This is possible due to the tight integration between the modules, as well as the interface with the three central front ends, specifically designed for the main roles in any contact center.

Unified Communication: this capability not only reduces the administration effort, it also reduces or minimize human error.

Presence Suite is a proven solution that is utilized in Outsourcing Contact Centers throughout the world and will fulfill the most demanding Contact Center requirements.



Presence Suite is an **Enghouse Interactive** solution

For more information, visit: www.presenceco.com

Call us: (+1) 888 908 0117

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.

