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A worldwide leading provider of MultiChannel Contact Center software



Press Release

Webinar:

The Modern Multi-Channel Contact Center

Leverage Cloud Hosting to Keep Up and Get Ahead of Evolving Customer Expectations

Atlanta, GA, Nov 1, 2012 - **Presence Technology**, a worldwide leader in Contact Center Software Solutions, announced today that with partner Voxeo Corporation it will host a free webinar exploring the advantages for Contact Centers to migrate to the Cloud, as well as steps for incorporating Cloud technology in Contact/ Customer Service Centers. The webinar is scheduled for November 15th at 2pm EST and will be co-hosted by Voxeo.

The webinar will feature John Franco, EVP North America Presence Technology, and Ian Greene, Sr. Sales Eng, Voxeo, who together will offer insights on:

- Deployment Models: On-Premise vs. Hosted (Cloud) vs. Hybrid
- Public and Private Clouds
- Why should you consider moving to a Cloud?
- The Economics of Cloud Computing

The live, one-hour webinar will target the Contact Center industry, as well as those who have an interest in understanding how Cloud Contact Centers impact customer service success. Franco commented, "Cloud in Contact Centers is fast becoming the norm, but many Contact Centers are hesitant to migrate for fear of losing the investment they have in their current technology. **Presence** will discuss the path for migrating to the Cloud – from an On-Premise model, to Hybrid, and finally to the Cloud, and Mr. Greene will add expert insight on the many advantages for Contact Centers that transition to the Cloud."

WHEN: Thursday, November 15th, 2012, 2:00 PM – 3:00 PM EST

WHERE: Online – Webinar

REGISTRATION: <https://Presenceco.Webex.com/>

About Presence Technology

Presence Technology is a worldwide leading provider of multichannel contact center solutions enabling contact centers to optimize resources and increase efficiency in the communications process with its customers. Their award winning software solutions are consistently recognized for quality and innovation, most recently receiving the Unified Communications Product of the Year Award from Internet Telephony. 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.

For more information visit www.Presenceco.com or follow us on:

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About Voxeo

Voxeo unlocks communications. We loathe the locks that make voice, SMS, Twitter, web chat, mobile web, unified communications and self-service applications difficult to create, manage, analyze, optimize and afford. Every day we work to unlock the neglected value of these communications solutions with open standards, disruptive innovation and a passion for problem solving--fueled by a company-wide obsession with customer success. We do so for more than 250,000 developers, 45,000 companies and half of the Fortune 100 from our headquarters in Orlando, Beijing, Cologne, and London. Visit us or join our conversations on the web at www.Voxeo.com, <http://blogs.Voxeo.com/> or [Twitter.com/Voxeo](https://twitter.com/Voxeo).

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