

Press Release

Presence Technology a “Visionary” in the 2013 Gartner Magic Quadrant for CRM Web Customer Service Applications

Evaluation Based on Completeness of Vision and Ability to Execute

Atlanta GA, Feb 14, 2013- Presence Technology, a leading provider of Multichannel Contact Center solutions, today announced it has been positioned by Gartner, Inc. in the Visionaries quadrant of the CRM Web Customer Service Applications.

Gartner’s 2013 report is focused on CRM Web Customer Services Applications, evaluating the leading software providers on the following basis: Knowledgebase for self-service, Email response management, web chat, collaborative browsing, virtual assistants, Video services, Mobile customer service with SMS and Social services.

"It's an honor to be recognized in the CRM Web Customer Service Magic Quadrant by Gartner as a Visionary company. Gartner is regarded as the worldwide leader in technology research and consulting; we know its standards are very stringent and held in very high esteem. We believe being included as a Visionary by Gartner recognizes our company's commitment to not only meet but exceed our client's expectations," said **Araceli Aranda, CEO of Presence Technology.**

About Gartner

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About Presence Technology

Presence Technology is a worldwide leading provider of 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, [Presence's blog](#) or follow us on:

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