

Press Release

Presence Technology releases a Completely Web Based Agent Contact Center Solution

WebRTC an open source browser based on Real Time Communication application for voice calling without plugins powers Presence's Web Agent.

Atlanta GA, Mar 28, 2013- Presence Technology, a leading provider of Multichannel Contact Center software, today announced the release of its newest 9.2 version. This release features considerable enhancement to its Web Agent an entirely web based solution.

Presence Web Agent works with the existing web browser regardless of the operating system. The Web Agent solution will significantly save a company time, expense and effort when managing its customer service goals. In addition, Presence 9.2 will considerably simplify the architecture of almost any contact centers, improving processes, ensuring 24x7 availability, scalability of facilities and quality of services.

Presence has eliminated an IT departments need to install any additional software to their agent's Contact Centers desktop. By using WebRTC technology, Presence Web Agent omits the use of third party extensions (Java, Flash, ActiveX, plug-in...) and runs on any operating systems as the voice path and agent interface run within the browser window.

"Using WebRTC enabled us to offer a higher level of audio quality- greatly simplifying not only the installation of our solution for agents but also easily integrating with a company's existing CRM." Says Francisco Segovia, Presence Technology Chief Technology Officer

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.

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