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## **Press Release**

### **Presence Technology Receives 2012 Unified Communications Product of the Year Award from *INTERNET TELEPHONY***

#### ***9 Suite Recognized for Innovation***

Atlanta, Georgia, April 2<sup>nd</sup>, 2013 — **Presence Technology** announced today that TMC, a global, integrated media company, has named Presence Suite 9 as a recipient of its 2012 Unified Communications Product of the Year Award, sponsored by *INTERNET TELEPHONY* magazine.

*“Our latest Suite release includes, a new WebAgent powered by WebRTC, with Google Chrome, Android Tablets and iPad support for our web Supervisory interface,” explains Mike Mandato, Executive Vice President for North America at Presence Technology. “We are honored that the latest version of Presence has been recognized as one of the most innovative products on the market.” Francisco Segovia, Presence Technology Chief Technology Officer Adds “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.”*

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

Presence has eliminated the need for IT departments to install any additional software to their agent’s Contact Centers desktop. By using WebRTC technology, Presence WebAgent 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.

“The editors from *INTERNET TELEPHONY* are pleased to grant a Unified Communications Product of the Year Award to Presence for its 9 Suite,” said Rich Tehrani, CEO, TMC. “Presence has again proven they are committed to quality and excellence while addressing real needs in the marketplace. We look forward to seeing continued advancement in technology solutions from Presence in the future.”

Winners of 2012 Unified Communications Product of the Year Awards are published in the March 2013 issue of *INTERNET TELEPHONY* magazine, [itmag.com](http://itmag.com). *INTERNET TELEPHONY* is the leading publication dedicated to IP Communications.

#### **About *INTERNET TELEPHONY* magazine**

*INTERNET TELEPHONY* has been the IP Communications Authority since 1998™. *INTERNET TELEPHONY* magazine has been providing unbiased views of the complicated converged communications space. *INTERNET TELEPHONY* offers rich content from solutions-focused editorial content to reviews on products and services from TMC Labs. *INTERNET TELEPHONY* magazine reaches more than 225,000 readers, including pass-along readers. For more information, please visit [itmag.com](http://itmag.com).

#### **About *PRESENCE TECHNOLOGY***

Presence Technology is a worldwide leading provider of contact center solutions. Presence software enables 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 “Visionary” 2013 Gartner Magic Quadrant for CRM Web Customer Service Applications. 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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**Press Contact:** Marty Suarez Tel. +888.908.0117 x30007 [MSuarez@Presenceco.com](mailto:MSuarez@Presenceco.com)