
Press Release

Presence Technology Receives 2013 Unified Communications TMC Labs Innovation Award

Presence Web Agent Recognized for Exceptional Innovation

Atlanta, GA, May 8th, 2013— **Presence Technology** announced today that TMC, a global, integrated media company, named Presence Web Agent as a 2013 Unified Communications TMC Labs Innovation Award winner presented by INTERNET TELEPHONY magazine.

“Our new Web Agent, works on any browser regardless of operating system,” explains Mike Mandato, Executive Vice President for North America at Presence Technology. “We are honored that Web Agent 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.”

The Presence Web Agent 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 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.

“Presence Technology has once again displayed its commitment to quality and innovation in the development of the unified communications industry,” said Tom Keating, CTO and TMC Labs Executive Editorial Director at TMC. “I look forward to more innovation from Presence and continued effort toward improving the future of the UC industry.”

“We’re pleased to bestow Presence with a Unified Communications TMC Labs Innovation Award,” stated Rich Tehrani, TMC CEO. “Presence Web Agent has shown true innovation and is deserving of this recognition.”

The TMC Labs Innovation Award honors products that have demonstrated innovation, unique features, and noteworthy developments toward improving communications technology. The TMC Labs Innovation Award is not granted to the best-selling products, but instead to those representing a significant contribution to the industry. 2013 TMC Labs Innovation Award winners are featured in the July 2013 issue of INTERNET TELEPHONY magazine.

About TMC

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines including Cloud Computing, M2M Evolution, Customer and Internet Telephony. TMCnet is the leading source of news and articles for the communications and technology industries, and is read by as many as 1.5 million unique visitors monthly. TMC produces a variety of trade events, including ITEXPO, the world's leading B2B communications event, as well as industry events including: Asterisk World, AstriCon, Expo, Cloud4SMB Expo, Mobile Commerce Zone Conference & Expo, WebRTC Conference & Expo, and more. Visit [TMC Events](#) for additional information.

About PRESENCE TECHNOLOGY

Presence Technology is a 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. For more information visit [PresenceDialer.com](#) or follow us on:

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