Presence Technology exhibitor at the Twenty- Fifth Annual Conference for Healthcare Call Centers

Minneapolis Marriott City Center, June 5- to 7, 2013

Atlanta GA, June 5, 2013 - Presence Technology, a worldwide leader in Contact Center Solutions announced today they are exhibitors at the Annual Conference of Healthcare Call Centers. Healthcare Call Centers Times is hosting its Twenty-Fifth Annual Conference June 5th to 7th in Minneapolis MN at the Minneapolis Marriott City Center. The healthcare call center profession is changing as our health delivery system changes. Adaption of new services, expansion of existing activities, and new technology are a top priority for a number of call centers through the nation. The theme of this year's conference is "Preparing Your Call Center for Tomorrow". Presence is very excited to bring its suite of concrete solutions that will help enhance and bring value to any healthcare call center and the customer they serve.

"We know our healthcare clients are looking to maximize productivity and ROI while providing first-rate customer service experience. Our end-to-end Contact Center solution is powerful, yet extremely flexible, and allows contact centers to expand with the needs of its customers" said Make Mandato, Presence Technology Executive Vice President for North America.

Presence Technology will introduce its version 9.2 Solution Suite. This new version features their Outbound / Inbound blended solution, Agent Scripting as well as Voice and Screen Recording and significantly enhanced Web Agent, and Web Supervisor support. Presence Web Agent works with the existing web browser regardless of the operating system. The Web Agent solution will significantly save a call center 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.

The Presence Technology's portfolio is a complete set of solutions for contact centers. Built on a modular platform, the suite of solutions is deployed on almost any existing ACD / PBX platform or can be used in a standalone environment as an all-in-one contact center solution. Presence Technology solutions were designed to be implemented quickly and can seamlessly integrate within any company's existing applications and infrastructure.

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.

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