
Press Release

Presence Technology Sponsors SPS National Sales Conference

SPS: Empower! Engage! Emerge! 2013

Atlanta GA, April 22, 2013 - **Presence Technology**, a worldwide leader in Contact Center Solutions announced they sponsored the SPS National Sales Conference. **SPS Strategic Products and Service** is the leading independent integrator of communications, collaboration, and customer interaction solutions in the United States. The annual conference was held April 15th and 16th in Florham Park New Jersey at the Hamilton Park Hotel brought together SPS's top sales representatives in the sector.

"We know our clients are looking to maximize productivity and ROI while providing first-rate customer service experience. Together with SPS we provide an end-to-end Contact Center solution, powerful, and flexible that protects the client's investment" said Make Mandato, Presence Technology Executive Vice President for North America.

Presence Technology will demo 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 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.

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 SPS

Strategic Products and Services (SPS) is a global, multi-vendor systems integrator of business communication solutions, with over 20 years of profitable growth and offices in more than 30 North American cities. As a specialized systems integrator, SPS has design, technical and implementation depth in all aspects of infrastructure technology, roadmap planning, consulting and ongoing services for contact center, unified communications and private cloud solutions. SPS has helped companies worldwide to boost revenues, overcome business obstacles and gain an edge on the competition.

About Presence Technology

Presence Technology is a worldwide leading provider of multichannel 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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