
Press Release

Presence Technology Sponsors 2013 “Navigating the Contact Center with NACR” Program

Partner Presence Technology will co-host “Multi-Channel Contact Center” with Mike Lamb NACR Director- Contact Center Solutions, September 12th

Atlanta GA, August 27th, 2013 - **Presence Technology**, a worldwide leader in Contact Center Solutions announced today they will sponsor **NACR** “Navigating the Contact Center with NACR” program. NACR is the leading independent integrator of communications, collaboration, and customer interaction solutions in the United States. NACR feels this virtual event is a perfect opportunity to get in front of customers and prospects that have or are considering a contact center solution as part of their business plan. Participants will be able to engage virtually with others discuss solutions, share whitepapers, videos, and collateral.

— *Mobility in a Multichannel Contact Center (September 12, 10 AM-12 N CT) will feature Presence Technology’s end-to-end Multi-Channel Contact Center solution.*

NACR and Presence share a common goal. “We know our clients are looking to maximize productivity and ROI while providing first-rate customer service experience. Together we provide an end-to-end Multi-Channel Contact Center solution, powerful, and flexible that protects the client’s investment” said Mike 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 a significantly enhanced Web Agent (with WebRTC), and Web Supervisor support. 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 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 NACR

NACR is a value added service provider that delivers proven, scalable, cost effective and integrated business communications solutions. The largest Avaya Business Partner Worldwide, they have approximately 400 employees in 55 locations across the United States. The company provides one of the broadest portfolios of products and services in the industry including VoIP, Contact Center, Unified Communications, Data Networking, Conferencing and Wireless solutions. NACR a reseller of Presence Solution Suite, ensuring the successful delivery of best in class Contact Center solutions that include a wide range of functionalities focused on solving, improving, setting up, and revitalizing the Contact Center.

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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