

Presence in Action: Cloud When You Want It, On-Prem When You Need It

Modern CX with choice across cloud, private cloud and on-premises

Customer and partner session • Enghouse Vision Event 2026

Modern CX without deployment compromise

Enghouse does not force a single deployment path. We help you choose the operating model that fits your business, compliance needs and transformation pace

ON-PREM
Maximum control
local operations
Voxtron &
Presence

PRIVATE CLOUD
Dedicated access
cloud-like reach
Presence

HYBRID
Progressive
migration
coexistence
Portfolio mix

PUBLIC CCaaS
Elastic innovation
fast rollout
CxEngage

The business reality:
Regulation, infrastructure, sovereignty
and migration pace still matter

The Enghouse answer:
Choice across on-prem, private cloud,
hybrid and true cloud

Focus:
Presence for controlled environments
where proactive engagement,
outbound dialing and flexible
deployment are key

Customer operations are already hybrid

The challenge is no longer simply moving to cloud. The challenge is making every operating model feel modern

Customers expect reachability
Voice, digital, proactive communication and self-service - without friction

IT needs control
Data, access, integration and change windows cannot always be delegated

Operations need agility
Campaigns, routing and reporting must change at business speed

CX needs proof
Insights, quality and performance improvement must be visible

Presence is a strong option when organizations need controlled delivery, proven outbound capabilities and a practical path to modernize without losing deployment control

A modular layer for modern CX operations

Presence brings outbound dialing, routing, engagement, automation and operational insight together in one flexible platform model.

Dialing & Routing

Outbound dialing, campaign execution and Business-rule based interaction routing

Engage

Voice, email, web, social and mobile channels

Act

Outbound, notifications and proactive communication

Automate

IVR, self-service and workflow logic

Assure

quality and compliance support

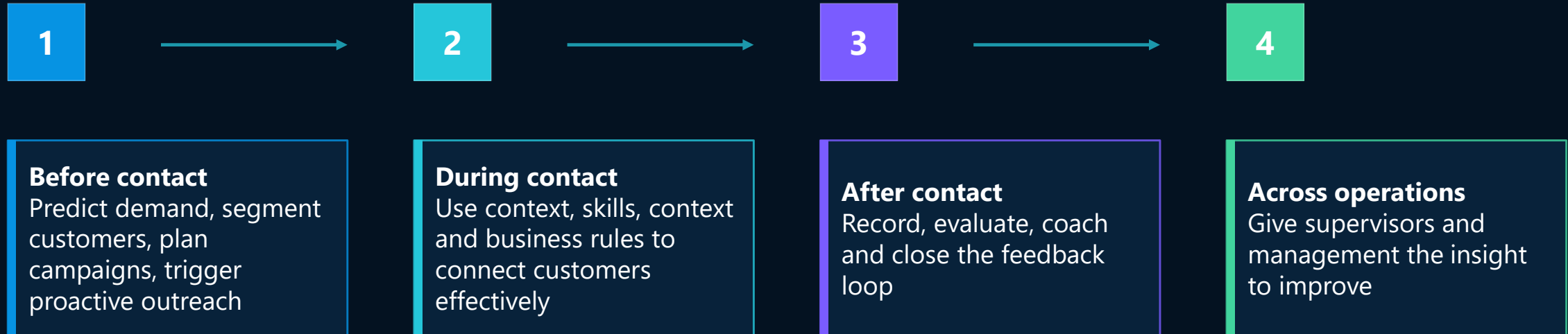
Optimize

BI, speech analytics, WFM and performance loops

Presence is designed for organizations that want cloud flexibility while retaining local control, existing telephony integration or dedicated hosting options

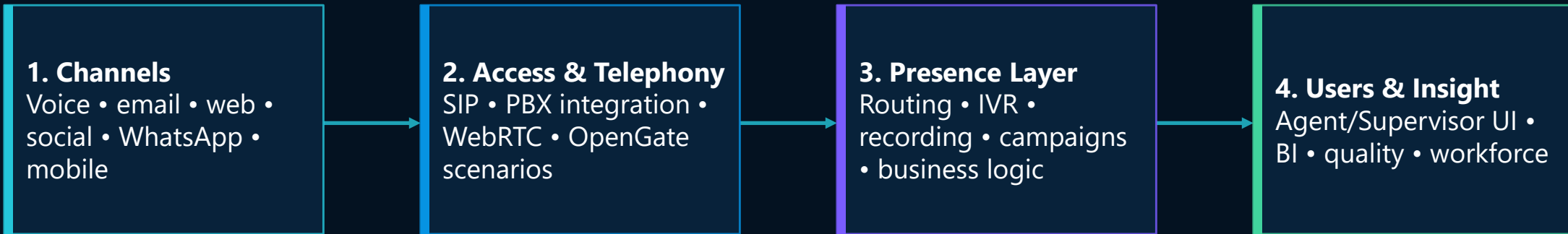
Presence creates value in the moments that matter

Connecting capabilities to real customer and operational needs



How Presence fits into real environments

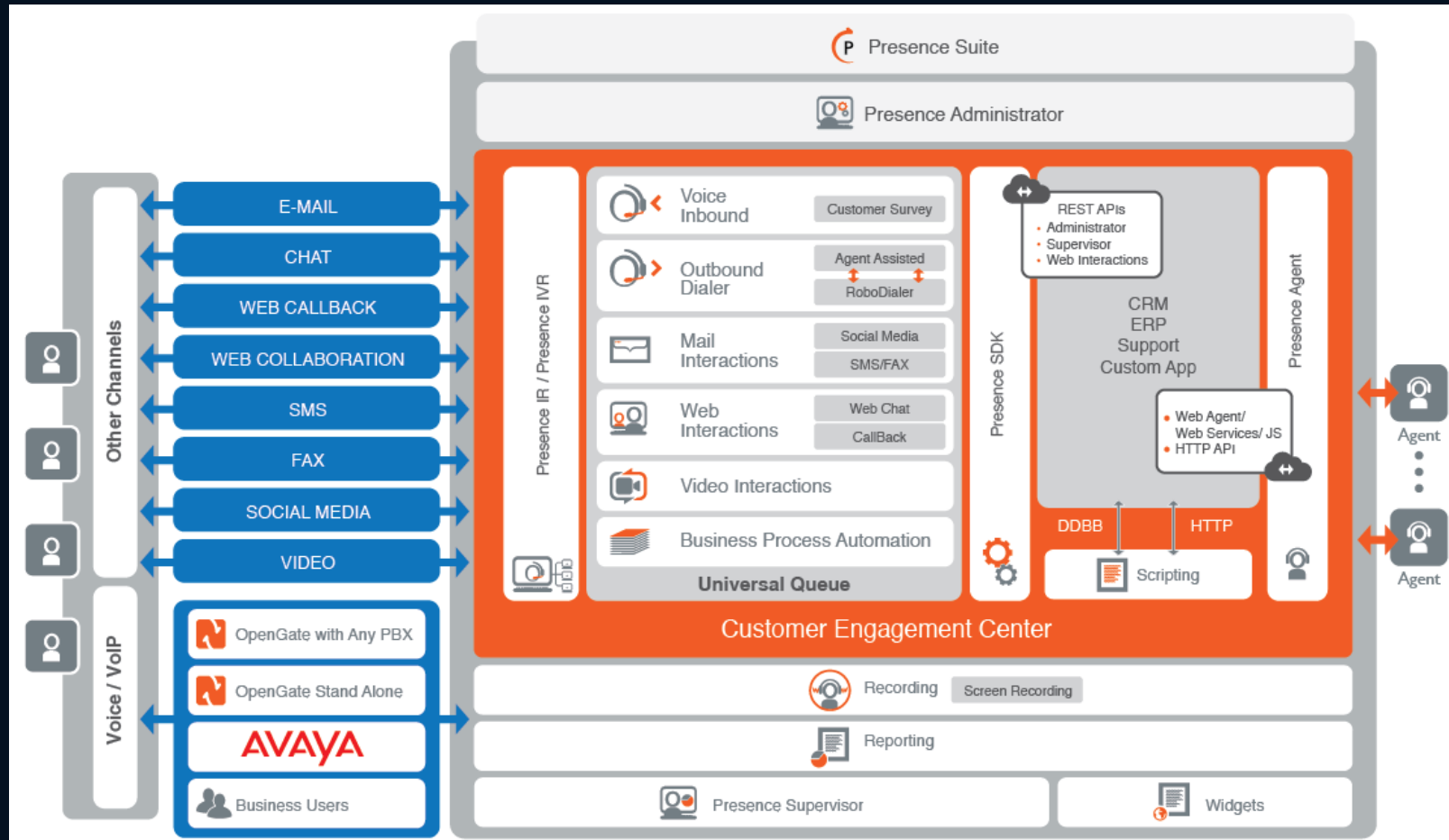
A practical view of how Presence connects dialing, channels, telephony, routing and insight



Key point: Presence can modernize the interaction layer while respecting existing telephony, network and data requirements

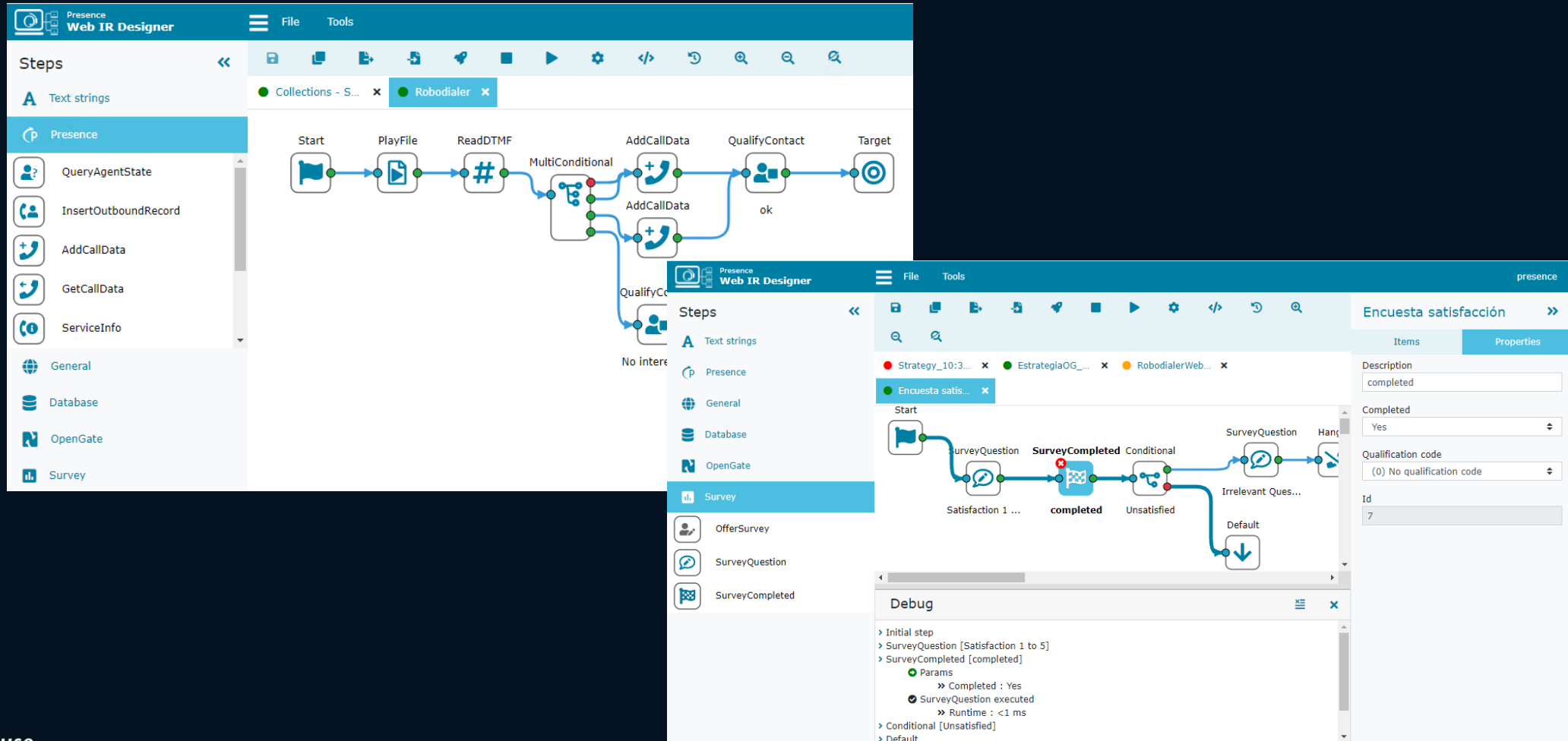
How Presence fits into real environments

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Connected Agent

Session Info

Servicios Skills Mailboxes

Id	Name	Status	Type
8001	OB - RECALL MAY	Stopped	OUTBOUND
8002	OB - SELLERS	Stopped	OUTBOUND
8100	OB - CUSTOMER SERVICE	Stopped	INBOUND

(3 items)

Start

Ana Rodrigues

Agent 5610

Station 4060

Configure Profile

Change Password

Old Password:

New Password:

Confirm New Password:

Apply

About Presence Web Agent

Presence Server

Presence Mail Interactions

Presence Recording

Presence Web Interactions

Server

PRESENCE_SERVER

Agent Version

12.2.9999.9999

Log Out

How Presence fits into real environments

A practical view of how Presence connects dialing, channels, telephony, routing and insight

The screenshot displays the Enghouse Interactive Presence interface, which is used for managing calls and contacts. The interface is divided into several sections:

- Top Bar:** Includes a status bar with a timer (00:01:04), a "Servicing contact" label, and buttons for CALL, HANG UP, HANG UP ALL, HOLD, MUTE, and ACTIONS. A secondary bar contains tabs for INFORMATION, SCRIPT, HISTORY, ALTERNATIVE PHONE NUMBERS, and QUALIFICATION.
- Left Sidebar:** Features a vertical navigation menu with icons for a headset, phone, envelope, information, document, and hand. It also displays a timer (00:01:04), a status indicator (00:45:36), and a list of icons.
- Main Content Area:**
 - CONTACT INFORMATION:** A panel showing call details. It includes a "Call information" section with fields for Service (OB MANUAL ACD), Phone no. (6990), VDN/SE (7503(OB Manual ACD)), and Skill (8503(OB Manual ACD)). It also shows a "Captured call" section with Agent 1000 - Cheewaka. Below this is an "Outbound record information" table with columns for Id and Name, showing a single entry with Id 161933.
 - SCRIPT:** A panel for managing scripts. It includes a "PENDING" status and a "SCRIPT" button. Below this is an "AUTO CLOSING SCRIPT EXAMPLE" section with a list of products (Product A, Product B, Product C) and a "Press to finish contact" section with a "Hang up" button.
 - HISTORY:** A panel for viewing call history. It includes a "Call list" section with a search bar and a table with columns for Date, Phone no., Q. code, Scheduled, Login, and Name. The table is currently empty, displaying "There is no data in the table". Below this is a "Total" section showing "Total calls" (0) and "Today's calls" (0). At the bottom is an "Outbound record information" table with columns for Id, Phone no., and VDN/SE, showing a single entry with Phone no. 6990 and VDN/SE 7503.

How Presence fits into real environments

A practical view of how Presence connects dialing, channels, telephony, routing and insight

Inbound Voice contact

The screenshot displays the Presence Web Agent interface. The top navigation bar includes tabs for INFORMATION, SCRIPT, HISTORY, ALTERNATIVE PHONE NUMBERS, and QUALIFICATION. The main content area is divided into several sections:

- CONTACT INFORMATION:** Includes fields for Service (OB - RECALL MAY), Phone no. (4000), VDN/SE (735008 OB OUTBOUND 1), Skill (835008 OB OUTBOUND 1), and Outbound record information (Id: 1110, Name: John Smith, Date: 5/12/2023 1:37:02 PM, Qualification: 80 - Busy signal - Agent, Comments).
- HISTORY:** A table showing call history with columns: Date, Phone no., Q. code, Scheduled, Login, and Name. It lists four calls from 5/9/2023 to 5/12/2023, all with a status of 'Comunica - Age...'. Below the table, it shows 'Total calls: 4' and 'Today's calls: 4'. The 'Outbound record information' section shows Id: 1110, Phone no.: 4000, and VDN/SE: 'aaaaa'.
- CONTACT QUALIFICATION:** Includes tabs for valid, Invalid, Unreachable, and Schedule. It shows 'Recall OK' and 'Recall not possible' status.
- Comments:** A text area for adding comments.
- SOFTPHONE:** A small window at the bottom right showing 'Preview call' and fields for Phone, Phonebook, and Agent.

Recording & Transcript Viewer

The screenshot displays the Recording & Transcript Viewer interface. The top section is for 'CUSTOMER DATA' with search fields for Identifier (1), Name, Phone no., and E-mail. Below this is a 'Customer interactions history' table with columns: Service, Date, Phone no., Talk t., ACW t., Login, Q. code, and Agent. The table lists several calls, including '7502 - OUTBOUND SV...' and '7500 - INBOUND SVC...'. Below the table, there is a 'Recording summary' section with a text area for notes. The bottom section is a 'Transcription' view showing a dialogue between 'Me' and 'External 1'.

Transcription:

Me: Hello, yes?

External 1: Can you hear me?

Me: Yes, how are you? Do you see a transcription wheel? Which one is the recording?

External 1: Number 9. Let's see if it's picking up the microphone property. Is it recording on your Switch?

Me: It's not recording on your Switch. I don't know why. It keeps loading. Well, let's hang up.

A practical view of how Presence connects dialing, channels, telephony, routing and insight



Modernize CX while reducing transformation risk

Presence is especially relevant when organizations need stronger outbound engagement, controlled deployment and modernization without unnecessary disruption

01 Proven Outbound Strength

Use dialing and proactive engagement capabilities for high-volume customer contact

03 Modernize at pace

Add remote access, digital touchpoints and WebRTC step by step

02 Protect existing investments

Reuse telephony and operational knowledge where it still creates value

04 Control cost and risk

Avoid forced migrations and protect critical processes

Proactive engagement without losing control

Customer scenarios where Presence is especially relevant

A practical way to identify where Presence adds differentiated value

Outbound and proactive engagement

Dialing, campaigns and follow-up are central to the customer operation

PBX-rich customers

Existing telephony investments remain part of the strategy

Private cloud / dedicated hosting

Cloud-like access is needed without a shared multitenant mode

BPO / service providers

Dedicated environments, repeatable operations and campaign scale matter

Regulated environments

Data sovereignty, auditability or local operational control are decisive

Phased modernization

Add capabilities without positioning Presence as a full enterprise replacement

A scenario-led view of the experience

From customer journey to operational insight



Presence and CxEngage are complementary

Two complementary paths for different operating models



Presence = Controlled proactive engagement

Strong dialer and campaign heritage with on-prem, private cloud and hosted options

CxEngage = Cloud-first acceleration

True public CCaaS for organizations that want speed, elasticity and continuous cloud innovation

A simple path from discussion to fit assessment

For customers and partners: a practical way to explore whether Presence is the right fit.

01 Define the operating model

What must stay controlled? What can move? What is the migration pace?

02 Prioritize the business trigger

Outbound, remote agents, omnichannel, quality, reporting or platform renewal.

03 Map the right deployment path

Presence for control-first scenarios; CxEngage for cloud-first scenarios; hybrid when both are valid.

04 Validate through a scenario workshop

Use two or three high-impact journeys to confirm fit before going deeper.

Bring cloud capabilities home

Presence gives organizations a practical path to modern CX without being forced into a single cloud model.



Cloud when you want it | On-prem when you need it | Choice when it matters.