

Plug-and-Play Deployment with CUCM

CosmoCall Universe (CCU) is widely deployed with the Cisco Unified Communications Manager (CUCM) worldwide. CUCM, formerly known as Cisco Call Manager, is the IP telephony call processing component of the Cisco unified communications solution. CCU is CosmoCom's advanced, IP multimedia contact center platform for Unified Customer Communications. Deploying them together gives enterprises a robust and flexible solution for handling all internal and customer-facing communications needs. CosmoCall Universe greatly enhances new or existing CUCM installations via a plug-and-play, vendor-certified CUCM integration option. Both platforms require little configuration and use no proprietary CTI interfaces. Only the standard VoIP signaling protocols of SIP or H.323 are needed.

How CCU enhances CUCM

- Enables seamless **communications between enterprise telephony and contact center** resources.
- Incorporates **unified queuing, routing and administration** for all media types and locations.
- Provides unified ACD, IVR/IVVR, CTI, predictive dialing, multimedia recording and interaction history.
- **Integrates quickly and flexibly** with multiple CRM and third party applications across any number of locations. Screen-pop integration is done at the agent desktop, **avoiding deployment complexities of local CTI servers and security challenges of remote CTI servers.**
- Lets each business unit have its own secure **virtual contact center**, or be part of the larger whole.
- Optionally, connects premise-based CUCMs to a CCU-based hosted contact center service provider, and **pay-as-you-go for your contact center service needs.**

Deployment Flexibility

CCU is a full-featured contact center platform that can be deployed with CUCM in a number of ways:

CUCM for PSTN Connectivity

CCU works with any standard VoIP gateway and can employ the CUCM VoIP gateway for all CCU calls. Alternatively, CCU can be configured to use with both CUCM and non-CUCM gateways in a mixed mode configuration.

CUCM Extensions for CCU Users

All CCU users, including formal and informal call center agents, can receive their calls at their Cisco IP Phones, while managing all call control from using their desktop CosmoAgent client.

CCU for One or Many CUCMs

Whether an organization uses a single CUCM system for all locations, or has many CUCM implementations across the enterprise, a single CCU system is all that is needed to add virtual contact center capabilities for all users.

