

IP Contact Center Platform for Unified Customer Communications

Multi-Channel IP ACD with Universal Queuing (UQ)

CosmoCall Universe's all-IP Automatic Call Distributor (ACD) provides queuing and routing for all contact types:

- Phone Calls (traditional ACD)
- Videophone Calls
- Email
- Web Calls (chat, voice, video, collaboration)

All of these contact types are seamlessly blended into a single queuing and routing intelligence (the "UQ"), and all can follow the same call flow and routing rules. In addition, all contact types are tracked and managed through one database and one set of reports. Forms-based tools define routing rules, and simple GUI scripting tools enable advanced data-driven and skills-based routing plans.

Self-Service via Interactive Voice and Video Response (IVR, IVVR)

The IP-based IVVR subsystem has an XML-driven voice portal architecture for self-service dialogues. With its optional video feature, it can bring a visual dimension to self-service for video-enabled callers. As a unified part of the call center, one simple GUI service creation tool designs the IVR and IVVR self-service, applies the routing parameters, and submits the call to the ACD. Standalone IVR and IVVR applications are also supported.

Interaction History

The optional CosmoTracker module automatically tracks all interactions in all media by account, contact, and case. This capability is fully integrated with the ACD and IVR. If Recording is enabled, the interaction history links directly to the recording of each call.

Outbound Dialing

CosmoCall Universe includes a state-of-the-art outbound dialer with an array of campaign management tools and call blending capabilities. Dialing modes include preview, progressive, predictive, and IVR. Advanced algorithms based on real-time massive simulation are used to dynamically control the pacing, enabling compliance with abandoned call regulations without sacrificing agent productivity.

Recording and Quality Monitoring

CosmoCall Universe provides multimedia recording, enabling users to store and access all caller/agent interactions in all channels and all media. For quality monitoring, calls can be recorded selectively based on a variety of factors such as agent, agent group, skill, and so forth. In addition, all calls can be recorded to meet legal compliance or other requirements. The agent can also start and stop recording as an optional capability. All recorded customer contacts are stored in a database with web access for reviewers.

CosmoCall Universe™ Product Overview

Integration Capabilities

Much of the integration required in legacy call centers is unnecessary with CosmoCall Universe. The IVR, ACD, and Agent, as well as interaction history and recording, are pre-integrated and automatically synchronized, and always have the same complete call-related information available. This alone greatly reduces the time and cost of integration.

CosmoCall Universe supports a wide range of capabilities for integration with the application environment. Agent desktop integration can be achieved quickly and inexpensively, often in hours rather than days, or in days rather than weeks or months. This works especially well in the hosted environment, where different tenants have different applications with which to integrate, and in environments in which each agent may require multiple integrations and multiple screen-pops. The platform also supports more traditional back-end (third party call control) integrations using XML-based CTI.

Reporting

CosmoCall Universe provides real time reporting of all contact center activities. Supervisors and administrators can view the reports from any location with a browser. The HTML-based wallboard is easily customized and requires no proprietary hardware.

The platform also stores data on all call-related and agent-related events for historical reports. Many standard reports are included. The database schema is open, enabling customers to create custom reports using standard report generation tools.

Agent Interface

CosmoCall Universe provides contact center agents with a unified interface for managing all customer interactions, including telephone and Internet, live and message-based, inbound and outbound. Agents may also use an external IP or circuit phone, and a many functions are available to PC-less phone agents using only an IP or a circuit phone.

Supervisor Interface

Supervisors are agents that also have a real time view of all contact center activities, and access to historical reports. Supervisors can also monitor agents in silent mode, available for all media types, and in whisper or barge-in mode, available for telephone and web calls.

Carrier-Grade Hosting and Multi-Tenancy

For the hosted configurations of service providers and of distributed, multi-application enterprises, the platform features strong multi-tenancy capabilities with individual tenant self-administration. With its high capacity and high availability architecture, CosmoCall Universe is the carrier-grade contact center platform, as required by all service providers, and as increasingly demanded by enterprise customers.