

**CosmoTracker™** is an optional Interaction History module of CosmoCall Universe (CCU) that automatically tracks all communication sessions in all media by account, case, and contact. Integrated interaction history in the call center is proven to result in both shorter calls and enhanced customer satisfaction. CosmoTracker is fully and automatically integrated with the CCU Agent.



Within CosmoTracker, all types of communication sessions, including voice, video (or videophone), voicemail, e-mail, and chat, are tracked as Activities. Activity records are created automatically for each inbound or outbound session. These new activity records are always pre-populated with all available information. An Offline Activity category is also available for tracking activities other than communication sessions. Designed for maximum agent efficiency, CosmoTracker provides advanced search capabilities for rapid information retrieval, a tabbed interface that supports multiple activities, and quick links to common tasks such as an "Add New Activity" link from a Case record. If CosmoCorder is enabled, each CosmoTracker Activity contains a link to the recording of that activity.

CosmoTracker is fully integrated with the CosmoCall Universe ACD and IVR, providing intelligent screen pops for inbound and outbound sessions. For example, if an inbound caller exists in the CosmoTracker database, the Activity screen pop provides information about the contact, the related account, its case(s), and the interaction history for the contact, account, and case. If the caller is not in the CosmoTracker database, a "Create New Contact" screen will appear, giving the agent a fast and convenient way to add information about a new contact, either linking it to an existing account and case or creating new ones, all in one simple screen.

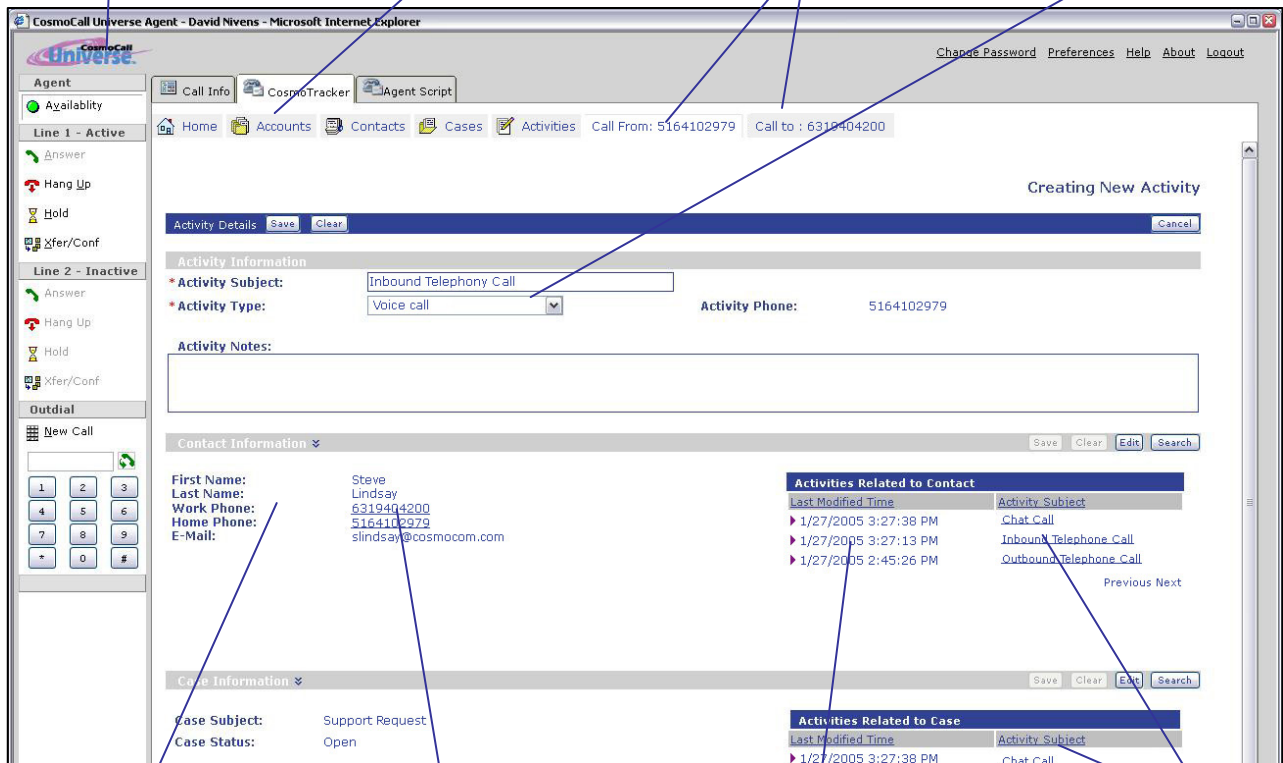
## Features

- Tracks all interactions in all media as activities, organized by account, contact, and case
- Activities include all channels/media, including voice, video, voicemail, e-mail, chat and offline activities
- Links directly to the recording of each activity when CosmoCorder is enabled
- Fully integrated with CosmoCall Universe for inbound and outbound activity screen pops
- Simple one-click dialing and activity-creation from account and contact screens
- Advanced search capabilities for rapid information retrieval
- Tabbed interface for multiple simultaneous activities
- Quick links to common tasks
- Single interface and single login for CosmoTracker and CosmoAgent
- Custom fields
- Import data from external sources

# CosmoTracker

CosmoTracker appears within the agent as a page with five permanent tabs: Home, Accounts, Contacts, Cases, and Activities. Each incoming or outgoing communication session creates a special New Activity tab that does not disturb the current contents of any of the permanent tabs. The New Activity tab is the "screen pop" of an inbound or outbound call. It persists until the activity is saved or cancelled. If a new incoming or outgoing call occurs before the previous one is saved or cancelled, it simply creates another New Activity tab, without limit.

- CosmoTracker appears within the CosmoCall Universe Agent as a single interface with a single login
- Tabbed interface provides easy access to accounts, contacts, cases and activities
- Each inbound or outbound interaction creates its own new activity tab that persists until saved or cancelled
- Track all types of interactions (voice, videophone, voicemail, e-mail and chat) as well as non-communication activities for a contact



- If a caller exists in the CosmoTracker database, the new activity screen is pre-populated with relevant information about the contact
- Simple one-click dialing facilitates quick outbound interactions from within a contact or account screen
- Interaction times are automatically recorded
- Quick links to common tasks and related interaction information improve efficiency

CosmoTracker in the CosmoCall Universe Web Agent