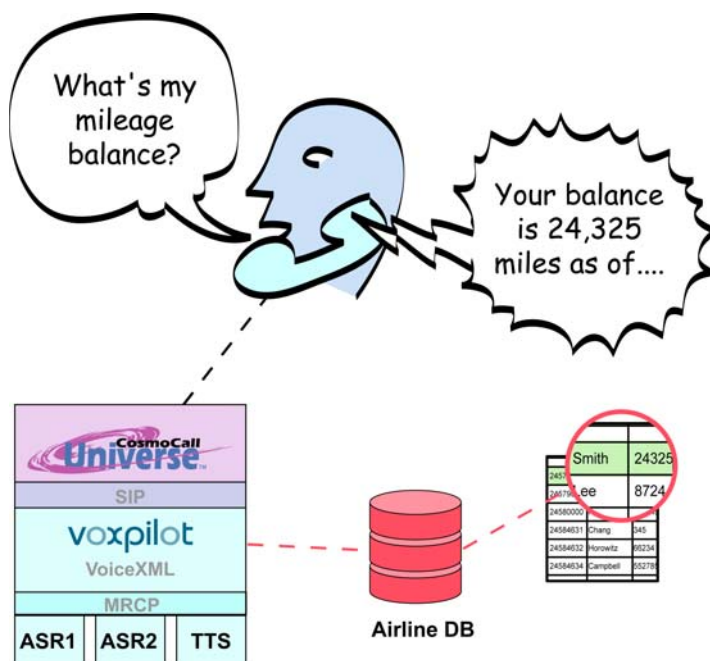


# PARTNER SPOTLIGHT

## World Class VoiceXML with ASR and TTS for CosmoCall Universe

Call centers are searching for more usable self-service features that satisfy customers while reducing call time and agent time. The Voxpilot Open Media Platform, with its VoiceXML Media Server, brings two of the most powerful self-service tools – engine-independent automatic speech recognition (ASR) and text-to-speech (TTS) – to CosmoCall Universe. Utilizing state-of-the-art, standards-based technology, call centers can speech-enable their IVR and IVVR applications. And, thanks to Voxpilot’s use of the MRCP standard, customers can select the ASR and TTS engines that best serve their needs, and even use multiple engines on one platform. The Voxpilot platform also brings SS7 connectivity to CosmoCall Universe.



### Interop is Key

The joint CosmoCom/ Voxpilot solution has been certified and is field proven.

Voxpilot is an Authorized Member of CosmoCom’s EcoCosm Partner Program.



*The Voxpilot Open Media Platform brings VoiceXML-based, engine-independent ASR and TTS to CosmoCall Universe, enabling a higher degree of self-service than previously possible.*

### CosmoCom Benefits

- ❑ Virtual by Design™ All-IP Architecture Enables Virtual Call Center
- ❑ Mature, Field-Proven Globally
- ❑ Unifies Functions, Contact Channels, Locations
- ❑ Integrates Easily with CRM and More
- ❑ Highly Scalable
- ❑ Carrier-Class Reliability and Availability
- ❑ Hostable, Multi-tenant Design

### VoxPilot Benefits

- ❑ Open Standards: VoiceXML 2.1, SSML, SRGS, SISR, CCXML, MRCP
- ❑ Speech Engine-Independent
- ❑ Engineered for Video
- ❑ Multi-application Platform
- ❑ SS7 Connectivity to CosmoCall Universe
- ❑ Carrier-Grade Reliability and Availability
- ❑ Hostable, Multi-tenant Design