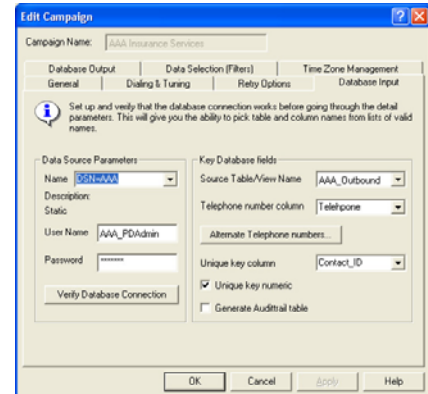


**CosmoDialer** is a CosmoCall Universe option that provides a complete outbound solution for predictive, progressive, and preview dialing plus IVR dialing, available from CosmoCom for use with CosmoCall Universe. CosmoDialer gives CosmoCall Universe users access to state-of-the-art predictive dialing technology combined with powerful campaign management tools. This allows contact center managers to maximize the efficiency of their operations by taking advantage of both inbound and outbound calling capabilities.

CosmoDialer provides **Productivity Under Compliance**. Its new pacing technology, based on massive call simulation instead of legacy techniques, yields higher agent productivity with fewer abandoned calls. This allows US-based companies to be in compliance with the Federal Trade Commission's new regulations that strictly limit abandoned calls, *without sacrificing agent productivity*. It also provides the highest level of integration possible between dialer and ACD. And with CosmoDialer's user-friendly Campaign Manager component, contact center managers can set-up, monitor and adjust outbound campaigns with unprecedented ease, all in a single, unified platform. Despite its predictive dialing excellence, organizations that prefer the more conservative preview and progressive dialing methods, or who undertake IVR dialing with optional access to live agents, will find that CosmoDialer's one campaign manager supports all of these methods.



*CosmoDialer's easy-to-use Campaign Manager screens allow you to point to any ODBC- or OLE DB-compatible database to initiate a campaign.*

## Productivity Under FTC Compliance

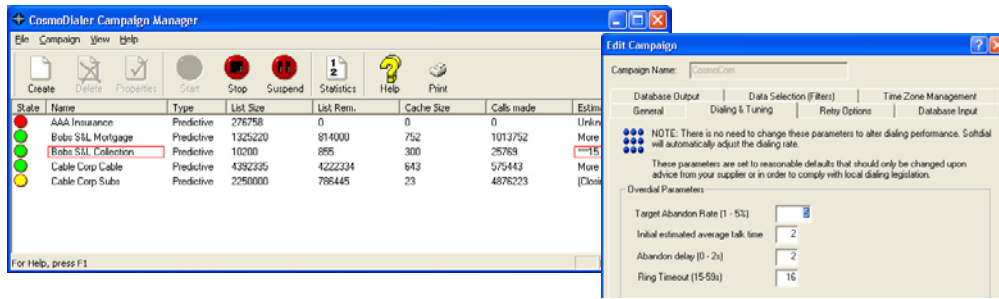
- Manually specify dialing parameters including the abandoned call rate in order to be in compliance with FTC regulations.
- Achieve abandoned call rates as low as 1% without sacrificing agent productivity.
- No predictive hang-ups on ringing calls.
- Immediate hang-up on abandoned calls - no dead silence waiting for agent.
- Similar legislation in other countries may soon reduce the allowable nuisance call rate—only CosmoDialer can comply without reducing agent productivity.

### Dialing Engine Benefits

- Virtually unlimited agents per campaign
- Virtually unlimited simultaneous campaigns
- Pacing algorithm simulates up to one million calls per second to determine optimum dialing rate
- IP-based Live Call Detection accurately detects answering machines and aborts those calls
- Agents may be removed from pool at any time without risk of extra abandoned calls
- Automatic pacing, at all times, even if agents log in and out of a campaign

### Campaign Manager Benefits

- Works with all campaigns: predictive, progressive, preview, and IVR.
- Supports standard databases, including SQL, Access, and Oracle
- *Intelligent Call Management* tracks call history to optimize future call record selection
- *Time-of-Call* enables dialer to be set for specific time redial
- *Number-of-Attempts* specifies maximum redial attempts
- *Secondary Dial* allows alternate number to be used if primary unsuccessful
- *Status-based Dial* provides for efficient list clean-up



CosmoDialer's GUI allows for robust and intuitive management of campaign parameters.

### Minimize Nuisance Calls

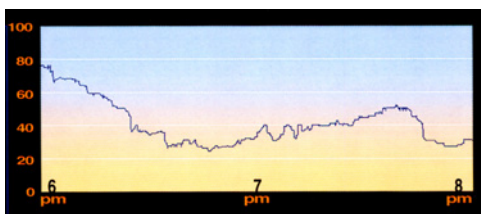
CosmoDialer is uniquely able to minimize abandoned (nuisance) calls by means of an advanced technique known as "massive call simulation." This CPU-intensive technique is all but impossible to implement on CPU-constrained legacy systems, forcing such systems to rely on crude mathematical models or inefficient agent-based pacing methods. CosmoDialer calculates dial rates that deliver both high agent productivity and the industry's lowest abandoned call rates through dialing precision that only its next generation algorithm allows.

Abandoned calls are further minimized with CosmoCom's patent pending IP-based Live Call Detection. This capability, the first that works entirely in the IP domain, is gateway-independent, allowing CosmoCom customers to deploy the it with the off-the-shelf voice over IP gateway or VoIP service of their choice.

With IP-based Live Call Detection, field results have shown that answering machines can be recognized correctly more than 90% of the time. Legacy detection techniques often achieve only 70% accuracy.

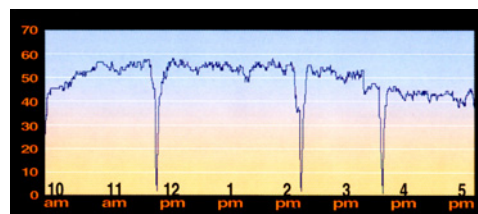
### Predictive Dialer Engine Performance

#### Live Calls



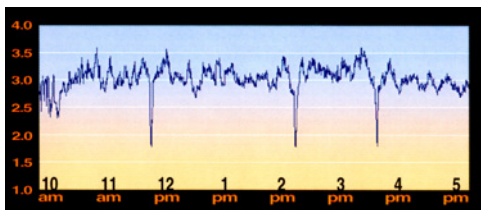
CosmoDialer adjusts instantly to dynamically changing live call rates.

#### Active Agents



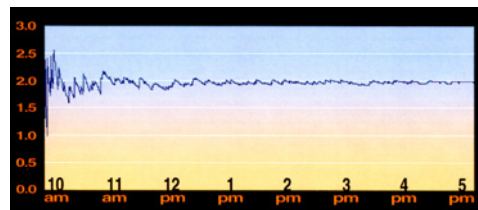
The number of active agents varies during the day, sometimes rapidly and profoundly.

#### Dialing Rate



The dialing rate is updated in milliseconds as campaign data changes.

#### Abandoned Calls



CosmoDialer is so precise that it automatically finds the abandoned call target and stays within a few percentage points throughout the campaign.