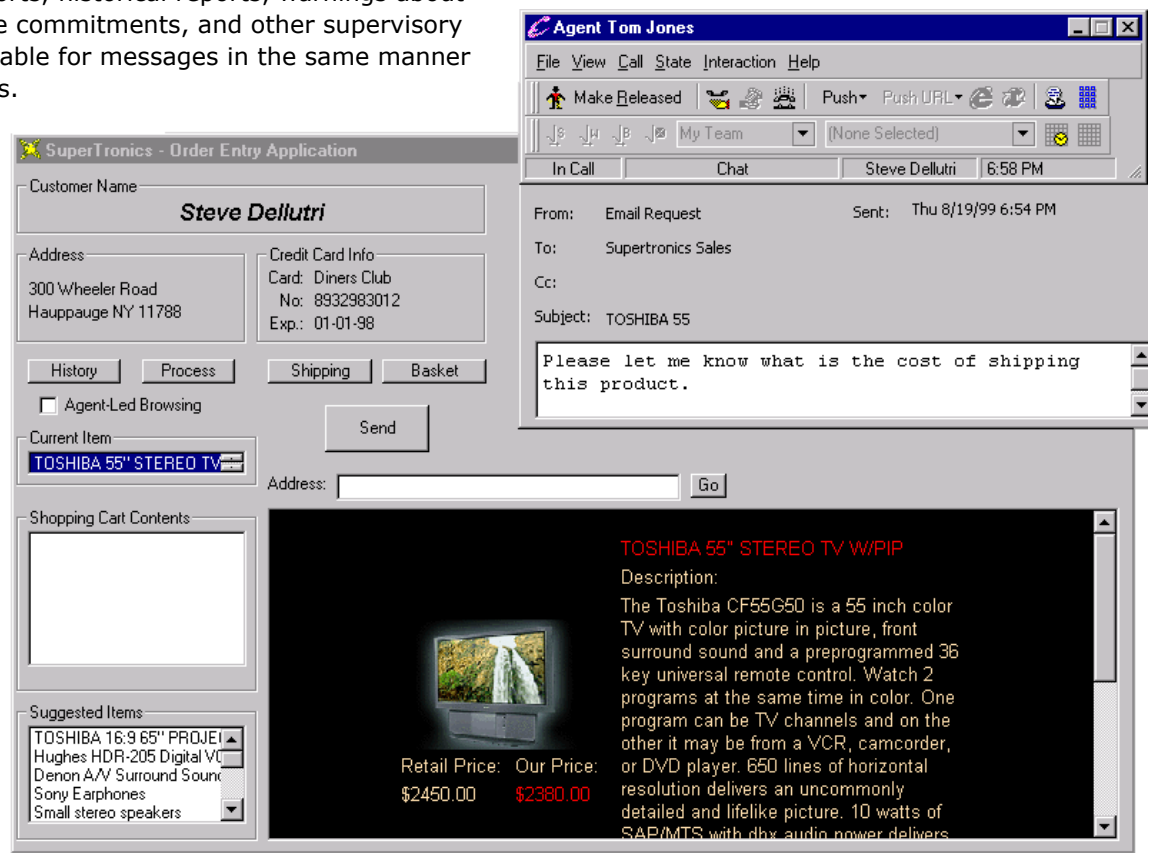


The CosmoCall Universe Message Connection Server (MCS) receives all types of incoming messages, including e-mail, voice messages and fax, and submits them for routing by the ACD Server's universal queues.

Messages created through Web and IVR applications are routed according to the parameters set by those applications. Other incoming messages are routed by the default parameters of the mailboxes to which they are addressed, and optionally by tools that examine the subject and text, routing by keywords and other customized rules.

Messages are delivered to CSRs in the same way as live calls, and administrators can set up the system to present the messages during slow-downs in live calls, improving CSR efficiency.

Real-time reports, historical reports, warnings about missed service commitments, and other supervisory tools are available for messages in the same manner as for live calls.



- ◆ All Universe Automatic Distribution Features
- ◆ Blending of Live Calls and Messages
- ◆ Multiple Message Addresses
- ◆ Default Routing Parameters per Address
- ◆ Override Default Parameters per Message
- ◆ Scriptable Rules
- ◆ Graphical Application Development Tool for Web and IVR Call Treatment
- ◆ Auto-response
- ◆ Screen Pops with Messages
- ◆ Exchange Server-based Message Store
- ◆ Intelligent Reply-To
- ◆ Archived Replies
- ◆ Message Detail Records
- ◆ Unified Reports and Real Time Statistics