

## With CosmoCom and Level 3, VoIP Spells Big Savings for Contact Centers

Many organizations are already benefiting from VoIP call center systems and from VoIP network services. Most other companies are either considering or are in the process of implementing VoIP. If you are moving in this direction, you should know that you will only get the maximum benefit and the best overall cost structure when you combine your VoIP systems *and* your VoIP network services. In the past, this integration has often been challenging and expensive. Fortunately, CosmoCom and Level 3 can make this transition easier.

The value proposition for VoIP includes virtualization, universal access and easier integration, as well as communication cost savings. These benefits have been persuasive enough for many organizations to install VoIP gateways on their own premises for use with their expensive legacy connections to the traditional telephone network. By combining CosmoCom's proven VoIP contact center technology and Level 3's unsurpassed network-level gateway and IP telephone infrastructure, you can eliminate the hardware, maintenance and IT personnel costs associated with premise-based gateways, and also lower the connectivity and per-minute costs of your telephone service.

