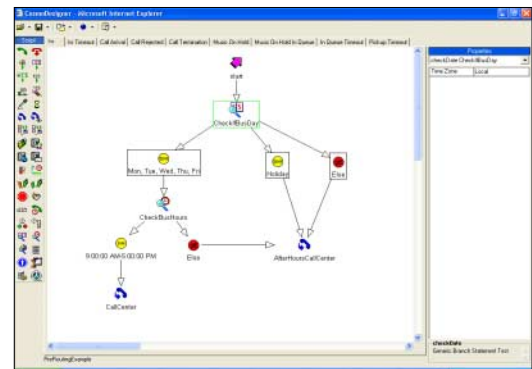


The CosmoCall Universe™ Next Generation Intelligent Network (NGIN) platform brings traditional Intelligent Network features to the IP telephone networks of today and tomorrow. It provides new features, increased flexibility, and powerful service creation tools to meet new customer demands. The platform comes with a number of pre-packaged applications, and also provides the building blocks for service providers and their customers to build their own services.



Managing routing resources is as simple as drag and drop with browser-based CosmoDesigner's Intelligent Routing blocks.

Intelligent Routing Services

Intelligent Routing is a pre-packaged capability set available on the NGIN platform. Intelligent Routing enables both simple and complex call routing logic to be created by end users. A flexible combination of routing rules determines the most appropriate destination for each call. In the contact center environment, this is often called "pre-routing" because there is typically a second level of routing performed by a premises ACD. The NGIN platform includes a complete Interactive Voice Response platform, making it possible to create call flows based on any combination of voice menus, user inputs, and other rules.

Static Routing

Static Routing uses rules that can be resolved within the network, such as time-of-day, percentage allocation, IVR menu selection, and others that do not require dynamic information about the status of potential destinations. The elementary rules are simple, but they may be freely combined in the GUI to create highly customized call treatment scenarios. Static Routing has the advantage of adding value while requiring absolutely no change to an existing PBX or contact center operation.

Dynamic Pre-routing

Dynamic Pre-routing uses information about the current state of the queues and agents in premises contact centers to make routing decisions, resulting in more efficient balancing of traffic across a multi-site contact center operation. Changes in queue and agent status are updated dynamically at the network router.

Intelligent Routing End-User Benefits

- Clear ROI on more efficient staffing
- Enhanced caller experience
- Complete day-to-day operational control
- Immediate updates of call flows, routing rules, and IVR dialogues
- Easy integration with enterprise business systems
- Additional cost savings on inbound access lines and per-minute pricing with IP access to the enterprise

Intelligent Routing Carrier Benefits

- New revenue opportunities
- Strong pull-through for lucrative contact center customers' voice and data services revenues
- Reduce or eliminate unwanted costs of day-to-day customer operations
- Provide either IP or circuit termination to enterprise
- Low-cost computing platforms with high availability architecture

NGIN Platform Overview

The NGIN Platform is an integral part of the CosmoCall Universe system that enables service providers and their customers to build a many different value-added services in converged voice/data networks. Intelligent Routing is just one of ways to use the NGIN Platform. Services may involve any combination of these key functional elements:

Service Creation Environment

CosmoDesigner is CosmoCom's drag-and-drop graphical service creation environment for the design and deployment of call

flows in CosmoCall Universe systems. Consistent with the unified nature of CosmoCall Universe, CosmoDesigner is an end-to-end GUI tool that defines the complete caller experience including IVR, intelligent routing, and external database integration, all without costly multi-vendor platform integrations.

Interactive Voice Response and Announcement Engine

The NGIN platform includes CosmoCall Universe's complete IVR and announcement capabilities. Functioning as a highly scalable, IP-based media server, it supports complete self-service voice portal applications as well as simple prompt-response dialogues for static and dynamic routing scenarios. The modular, redundant architecture meets the high capacity and high availability needs of network operators, but scales down cost effectively for smaller deployments when necessary. The entire platform, including the media server capability, requires only standard computing elements, without special DSP resources.

Dynamic Application Logic Engine with Secure Data Access

Routing rules and other application logic may be entirely contained within the platform, or may be dependent on data that resides within an enterprise outside of the service provider's network. The interface to enterprise data is based on XML, providing a simple, standard, and secure way for customers to utilize and control network resources to deliver their own data-driven applications.

Network ACD

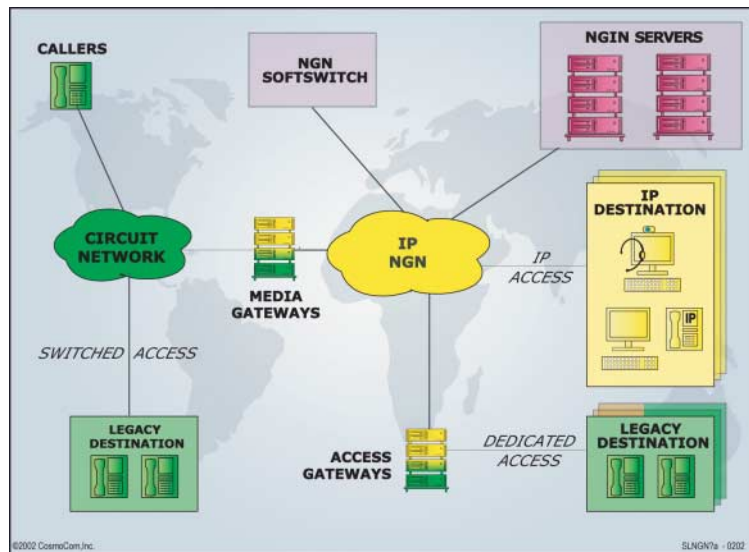
The CosmoCall Universe Network ACD is used for routing calls to individual agents, queues, agent groups, or agent locations. Agents can either be behind a premises-based ACD system, or directly controlled by the Network ACD. They may be IP-connected or telephone-connected. The ACD logic includes rich skills-based and priority-based routing and pre-routing capabilities.

Call Completion

CosmoCall's architecture enables calls to be delivered to any destination on the PSTN or IP networks. Additional network routing action can be taken based on the status of the destination location.

Carrier-Grade Platform and Features

CosmoCom's high-capacity, high-availability architecture meets the needs of major network operators. The platform's multi-tenancy capabilities ensure that a service provider's customers have complete control over their own day-to-day operations, without putting severe operational burdens (and their associated costs) on the service provider's staff. Providers may optionally manage client operations as an additional service offering.



NGN operators can route calls to multi-location, legacy contact centers connected to the circuit network or to the NGN via Access Gateways, as well as to next generation destinations using pure IP connectivity.