

Call-Center Technology In One Tidy Package

CosmoCom

(www.cosmocom.com)

Headquarters: Melville

The Big Idea: A software product company dedicated to providing a new generation of call-center technology, where the Internet and e-mail are as important as the telephone. The company focuses on integrating the amount of technology associated with a call center into one unique Internet protocol (IP)-based software. CosmoCom offers its services to telephone companies, enterprises, application service providers and outsourcers that want their call centers to answer calls from people surfing Web sites, from e-mails and faxes, as well as from voice messages.

The company's flagship product, CosmoCall Universe, is a carrier-class system specifically designed for service providers and large-scale corporate users. The software supports multimedia customer interactions via all channels: telephone and Internet, live and message-based and fixed and wireless, in one high-capacity, high-availability, multitenant platform. CosmoCall Universe is a unified platform, built to be a multimedia, multichannel, fully IP-based solution. The software interacts with callers in a self-service manner and queues and routes their calls to the right person at the right time, and, additionally, CosmoCall does the same for people on a Web site or people sending e-mail.

CosmoCom was incorporated in 1996 in the living room of one of



Newsday Photo / Dick Kraus

the company's three founders. It was one of the original investments of the Long Island Venture Fund, now Top Spin, which was dedicated to investing in Long Island companies that could help boost the high-tech sector of Long Island business.

Com intends to continue to launch the services based on its products to companies such as AT&T. The company plans to continue to bring its call-center technology to service providers and enterprises worldwide.

Top Guns: Ari Sonesh, standing, is president and chief executive, and Stephen Kowarsky, seated, is executive vice president. In addition, Stephen Dellutri is chief technology officer and co-founder of CosmoCom.

Key Quotes: "What's really interesting is that we are a little Long Island company that has a true international presence," Kowarsky said. "We have major customers in Europe and the Far East, including companies like AT&T and British Telecom."

The Next Step: Cosmo-