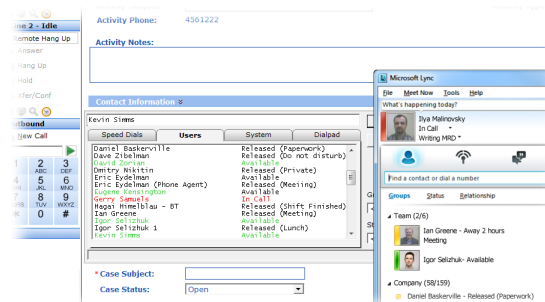


Pre-Integrated to Facilitate Enterprise Communications

Microsoft Lync Server (previously Office Communications Server or OCS) is a unified communication platform which provides enterprise-wide instant messaging, voice and video communications, conferencing, and presence management. CosmoCom's CosmoCall Universe (CCU) is a unified, multimedia contact center platform that empowers enterprise-wide consolidation of all contact center locations and applications into one virtual platform. Working together, these two products enable contact center personnel to reach out to non-contact-center experts across the enterprise, allowing for the two user communities to have rich media communications using chat, voice, and video.

Total Transparency for Total Presence

Using the powerful integration capabilities of CosmoConnector, CCU connects seamlessly with Lync and OCS to broaden communications between the contact center and the rest of the enterprise. Lync functionality is integrated into CCU's CosmoDesk user portal to provide a transparent user experience.



Presence is synchronized between CCU and Lync

Unified Presence of CCU and Lync Users

Presence (or availability status) has been a core part of CCU since its inception. Now, agent availability is synchronized with Lync so that agent status can be viewed and even changed from either the CosmoDesk application or any Lync application. Via the shared presence feature, a change of availability status in either application is immediately reflected in the other. Users can be logged into either application or both of them.

Unified CosmoDesk Interface

For agents using CosmoDesk, placing a voice, video or chat call to Lync user is as easy as placing a call to any other CCU user. Lync users appear in the same list along with regular CCU agents. The same identical interface is also used for transfers and conference calls. Users can place text chat, voice, and video calls from CosmoDesk to Lync users for consultation. Users can also join the Lync users into the conversation with the caller, and transfer the calls when appropriate so that the expert using Lync can take over.

Group Membership Management

In CCU, agents can be organized into groups for routing and reporting ease. Lync users can be assigned to CCU groups in the same manner as regular agents. If a CosmoDesk user filters the agent list by group, both CCU and Lync users will appear with their current presence status.

Power behind the Scenes

The familiar, easy-to-use agent GUI is just the beginning. CCU is a complete contact center suite, providing all the advanced inbound and outbound capabilities needed by enterprises of all sizes. CCU combines multi-channel ACD, IVR/IVVR, CTI, predictive dialing, and multimedia recording, with powerful web-based administration and reporting tools in one all-IP, multi-tenant platform. The CCU platform:

- Integrates quickly and completely with Lync, OCS and CRM applications.
- Features unified queuing, routing, and administration for all media types and all agent locations.
- Provides a secure virtual contact center for any business unit, or includes it in the larger whole.
- Works in both premise-based and service-provider-hosted configurations.