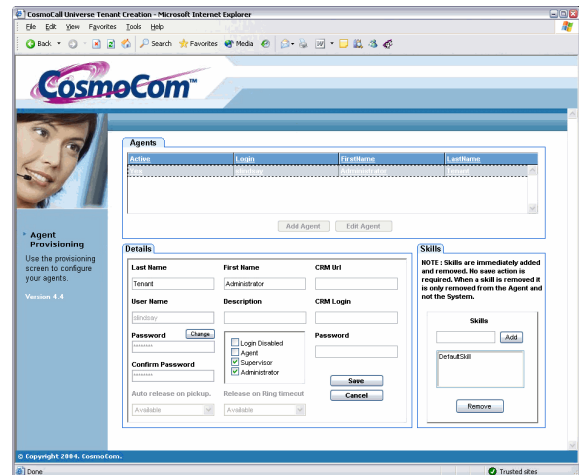


Why is Multi-Tenancy So Important to Contact Centers?

Multi-tenancy is the key to enabling different contact centers or business units within one enterprise, or many, to securely and independently co-exist on a single contact center system. Tenant self-administration enables each individual tenant to manage its own call center without depending on or waiting for the service provider. CosmoCom's CosmoCall Universe (CCU) was designed from the ground up to be a true multi-tenant platform with advanced tenant self-administration features. This makes CCU the ideal platform for enterprises who want the cost savings and increased control of consolidating their call centers on one virtual contact center platform, and for Service Providers who want to offer hosted contact center services efficiently and profitably.

Tenant Self-Administration

Tenant Self-Administration is a win-win proposition that makes call centers easier and more cost effective for both Service Providers and tenants. Service Providers benefit by being able to offload routine administration to their tenants. Tenants benefit by gaining control and having the flexibility to add agents and change self-service and routing applications at any time. A rich security model empowers call center managers to create unlimited, customized access profiles to match almost any conceivable organizational structure, no matter how complex, hierarchical, or overlapping. This ensures that every person associated with a contact center can see and do exactly what he or she is supposed to see and do – no more, and no less.



Tenants can easily and securely provision agents with a browser-based wizard

True Multi-Tenant and Multi-Instance

It is important to deploy a contact center platform that is truly multi-tenant to realize the full benefits of consolidation. Some technologies claim to be multi-tenant, but in fact use a separate, dedicated platform for each tenant. For the tenant, the difference is small, but the economies of scale that justify consolidation are seriously diminished by a multi-instance architecture.

CosmoCall Universe™ Multi-Tenancy

Tenant only has access to its own Virtual Call Center

Browser-based Administrator client uses standard Windows commands for ease of use and rapid administrator training

Individual call centers can readily restrict outbound calling (e.g. blocking 900 numbers or international dialing)

Tenant Administrator can view and modify information associated with call center agents

Tenant Administrator can set up release codes for agents to indicate the reason for going unavailable

Tenant Administrator can define skills, and even adjust them, on-the-fly, in response to varying call center needs

CosmoCall Universe's browser-based administrative client delivers call center tenants easy-to-use control over its Virtual Call Center and business, leaving the IT operations to the experts.

System Level Multi-Tenancy Features

- ▶ **System-wide Administration.** Service Providers can manage all tenants from a single, easy-to-use browser-based interface.
- ▶ **Security and Isolation.** Advanced security modeling and system partitioning features assure tenants that their operations will be secure and isolated from other tenants.
- ▶ **Flexible Resource Allocation.** Leverage servers and supporting personnel across multiple accounts, or, optionally, guarantee dedicated resources like telephone connections and server resources for premium service offers.
- ▶ **Billing.** Open access to complete system data for speedy and accurate billing. Use standard reports or deliver call detail record (CDR) information to other billing systems.
- ▶ **Scalability.** A single system is scalable to 1000 tenants.

Tenant Level Multi-Tenancy Features

- ▶ **Tenant Self-Administration.** Tenants can manage their contact centers without service provider intervention, yet with full control over day-to-day activities such as adding and modifying agent queues, groups and skills, changing call routing and producing reports.
- ▶ **Browser-Based Interface.** Administration can be performed via an easy-to-use, but secure, browser interface allowing for on-the-fly modification of queuing and routing parameters, in response to the dynamic needs of the enterprise.
- ▶ **GUI-Based Call Flow Design.** Tenants can create custom IVR and routing scripts using CosmoDesigner, the browser-based, graphical tool that enables drag-and-drop creation of call flows without programming skills.
- ▶ **Reporting.** Tenants can review the performance of their call centers, both historically and in real-time, with CosmoCom's browser-based reporting tools.