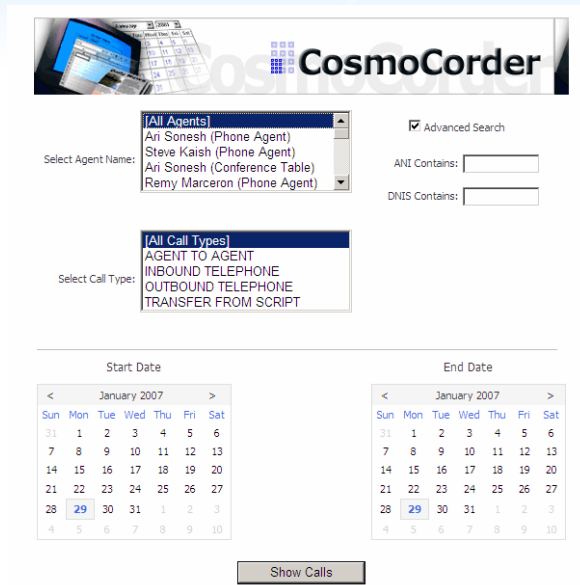


**CosmoCorder™** is a new generation recording tool available from CosmoCom, Inc. for use with CosmoCall Universe. With CosmoCorder, CosmoCall Universe users capture, store, and access all caller-CSR interactions regardless of the call type—telephone, web chat, VoIP, e-mail, or voice messages and responses—making CosmoCorder a true multimedia recorder in a market still dominated by single media legacy equipment.

With CosmoCorder, CosmoCom continues its tradition of technology and market leadership established with CosmoCall Universe. With an all-IP architecture, CosmoCorder elegantly and simply delivers leading-edge recording capabilities—capabilities that are often complex and even awkward in legacy systems. Moreover, CosmoCorder's open-standards technology brings customization capabilities not possible with earlier recording technology generations. CosmoCall Universe is an all-IP carrier-class system for service providers and large scale end users supporting multimedia customer interactions via all channels in one high-capacity, high availability, multi-tenant platform. CosmoCall Universe can be deployed as a premise-based call center or in the network by service providers offering hosted call center services.



## Benefits to Call Center Users

- Use recordings as an agent training tool.
- Log all calls regardless of agent location.
- Avoid costly, time-consuming integration by leveraging new generation technology.
- Improve customer service with information from recorded customer transactions.
- Retain unlimited caller sessions on standard storage devices.
- Access new leading-edge logging features, rapidly developed in an all-software product.

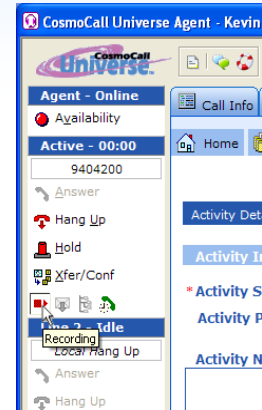
## Benefits to Service Providers

- Enhance your service offering with a leading-edge recording tool.
- Gain competitive advantage by offering innovative, integrated recording of telephone, chat, VoIP, e-mail, and voice messages.
- Offer your customers secure access through a browser-based interface.
- Readily customize for service provider customers with CosmoCorder's open-standards architecture.

# CosmoCorder Features

## Record all types of calls

- Captures all agent calls, from any channel—e-mail and voice messages, chat, telephone, and Internet voice—providing a complete record of all CSR-caller interactions.
- Compresses audio calls in real time, reducing the size of stored wave files by over 700 percent.
- Stores all sessions automatically in a centrally located database.



## Store all call transactions

- Uses SQL database for easy search and retrieval of call recordings.
- Stores unlimited number of calls of any duration; storage is limited only by physical disk space.
- Archives data permanently via any standard back-up medium – e.g. removable hard drive, ZIP drive, or optical drive.
- Stores full transcripts of chat calls, including URLs of pushed web pages.
- Stores complete thread of email interactions, including agent responses and forwarded mail.

Agent Name	ANI	DNIS	Queue	Call Type	Call Start	Call Duration
Int Polak	NAME:62200	7624000	Staff	INBOUND	01/24/2007 03:20:42	2
Int Polak	NAME:62200	7624000	Staff	INBOUND	01/24/2007 01:31:56	9
Int Polak	NAME:62200	7624000	Staff	INBOUND	01/23/2007 11:26:15	3
Remy Marceron	141793080	TA:83.206.65.230:1720,1000830	Staff	INBOUND	01/23/2007 08:57:01	24
Int Polak	NAME:62200	7624000	Staff	INBOUND	01/23/2007 08:45:39	228
Operator 2	6329401795	7080	Staff	INBOUND	01/23/2007 09:58:28	17
	6467031373	7080	Staff	INBOUND	01/23/2007 09:02:02	28
CosmoCom Operator (HQ-2)	6467031373	7080	Staff	INBOUND	01/23/2007 09:01:43	28
	6467031373	7080	Staff	INBOUND	01/23/2007 04:56:10	46
CosmoCom Operator (HQ-2)	6467031373	7080	Staff	INBOUND	01/23/2007 04:56:24	46
	7703296324	7080	Staff	INBOUND	01/23/2007 02:49:27	99
CosmoCom Operator (HQ-2)	7703296324	7080	Staff	INBOUND	01/23/2007 02:49:09	99
	8662067009	7080	Staff	INBOUND	01/23/2007 02:42:03	90
Operator 2	8662067009	7080	Staff	INBOUND	01/23/2007 02:41:16	90
	7707694616	7080	Staff	INBOUND	01/23/2007 02:08:22	464

## Access all call sessions

- Access sessions from anywhere with CosmoCorder's browser-based interface.
- Search and select transactions to review based on agent name, call type or date range.
- Review chats and e-mails with robust text-based tools that include chat transcript and e-mail thread management.
- Review audio sessions with embedded media player—no software or hardware required.

**Call Details** [Back to Call Summary Page](#) [Return to Main Page](#)

**Agent Name:** CosmoCom Operator (HQ-2)  
**ANI:** 6467031373  
**DNIS:** 7080  
**Agent ID:** operator1  
**Call Skill:** OPERATOR, us  
**Queue:** Staff  
**Caller Name:**  
**Call Type:** INBOUND  
**Call Message:** Caller pressed 0 from Main Menu VCS ID: 14 CallID: 0xfa652e031db000e  
**Call Start Date/Time:** 1/23/2007 10:01:43 PM  
**Call End Date/Time:** 1/23/2007 10:01:54 PM  
**Links:** 1 2

**Audio Playback**

Save As...