

PARTNER SPOTLIGHT



Unified VoIP Environment for Hosted Call Center and Hosted PBX

You've made a decision to deploy BroadSoft's BroadWorks for a hosted PBX, IP Centrex or Voice VPN application, and now you're looking to extend your portfolio to include hosted contact center. Or maybe you just need a top-notch contact center platform to handle your customer care. Perhaps instead you've already deployed CosmoCom's all-IP CosmoCall Universe contact center platform, and you'd like to integrate it with a world class Hosted PBX platform. Or possibly you're still in the market for either of these capability sets.

No matter which of these scenarios best describes your business challenge, the CosmoCom-BroadSoft partnership offers a unified Voice Over IP environment that gives you the best from both of our worlds!

<p>IP CENTREX BROADSOFT™</p> <ul style="list-style-type: none"> Extension Dialing Speed Dial Call Return Last Number Redial Consultation Hold Call Transfers Three-Way Calling Call Waiting Calling Line ID Call Forwarding Do Not Disturb Voice Messaging Voice Portal <p>Web-Based MACs</p> <ul style="list-style-type: none"> Calling Plans Device Inventory Series Completion Hunt Groups 	<p>HOSTED PBX BROADSOFT™</p> <p>CommPilot Call Manager <i>Click-to-Dial, Phone Lists</i> <i>Outlook Integration</i></p> <ul style="list-style-type: none"> Call Screening Find-Me Follow-Me Unified Messaging Instant Messaging & Presence Remote Office Alternate Numbers Shared Call Appliance <p>Auto Attendant</p> <ul style="list-style-type: none"> Attendant Console Call Park, Call Pick-Up Account Codes Call Intercept Music on Hold 	<p>HOSTED CALL CENTER CosmoCom™</p> <p>Multi-Channel ACD <i>Phone, Videophone,</i> <i>E-Mail, Web Calls</i></p> <ul style="list-style-type: none"> Universal Queuing Interactive Voice & Video Response (IVR, IVVR) Interaction History Outbound Dialing <i>Preview, Progressive, Predictive, IVR</i> Recording & Quality Monitoring Integration Capabilities Reporting Unified Agent Interface Unified Supervisor Interface Web-Based Administration Location Independence Multi-Tenancy
<p>VOICE VPN BROADSOFT™</p>	<p>Configurable Private Dial Plan PBX Dialing Transparency</p>	<p>Enterprise Network GW Routing Far-End Hop-Off</p>

Interoperability is Key

BroadSoft has earned the status of Authorized EcoCosm Partner from CosmoCom



The combination of BroadSoft and CosmoCom offers a full spectrum of features and capabilities from IP Centrex and Voice VPN to Hosted PBX and Hosted Contact Center

CosmoCom Benefits

- Virtual by Design™ All-IP Architecture Enables Virtual Call Center
- Mature, Field-Proven Globally
- Unifies Functions, Contact Channels, Locations
- Integrates Easily with CRM and More
- Highly Scalable
- Carrier-Class Reliability and Availability
- Hostable, Multi-tenant Design

BroadSoft Benefits

- IP PBX Features with Carrier Grade Performance
- Open, Standards-Based Architecture
- Single System for Unified Communications
- Operates on Standard Hardware
- Multi-Tiered Administration
- Reduced Operating Costs
- Re-Location Protection
- Service Creation Environment