



THE SUPPLIER DIRECTORY



Quickly, easily and economically fulfill the most complex customer interaction management requirements of today - and tomorrow – with CosmoCom's unified, all-IP contact center suite. The global leader in Contact Center Consolidation 2.0, CosmoCom enhances the customer experience with a lower TCO (Total Cost of Ownership) and a more favorable ROI (Return on Investment) than any comparable system. Consolidation 2.0 enabled by CosmoCom is available as a premise-based platform and as a hosted service from top global service providers.

Consolidation 2.0 encompasses: all contact center functions; multiple locations with any combination of onshore, offshore, and home; formal and informal agents; captive and outsourced operations; multi-channel communication; and multiple applications. CosmoCom is the most-selected provider of hosted contact center platforms to major telcos globally and its customers include Fortune-class enterprises worldwide.

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FurstPerson[®]
Find Hire and Keep the Right Employees

FurstPerson, Inc. helps contact center managers hire and keep the right employees.

Based in Chicago, IL, FurstPerson provides a web-based solution that incorporates industry leading assessments and simulations, workflow configuration tools, and reports/analytics that help you identify the key competencies for successful performance, match the right assessments to measure these competencies, validate the solution against performance data, and put a web-based selection system into production easily.

The net result is that you will increase the probability of making the right hire leading to improved new hire retention, training, and job performance.

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inContact provides market-leading, end-to-end contact center services and network connectivity – in the cloud.

We deliver expert solutions quickly and easily, helping our customers reduce the cost and improve the quality of every customer interaction.

The inContact platform includes a powerful Automated Call Distributor (ACD) with skills-based routing, Computer Telephony Integration (CTI) for increased efficiency, and Interactive Voice Response (IVR) with speech recognition.

Agent optimization services include Hiring, eLearning, Workforce Management, and ECHO, an effective customer feedback solution. All delivered in the cloud, which provides significant flexibility, customization, and control compared to premises-based alternatives.

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nVoq was founded in 2000 by veteran technology entrepreneur Charles Corfield. Charles believed call centers could run more efficiently by making better use of the thing they used the most: speech.

The company's original products were the Sandcherry Voice Platform and Voice Tools, now called Vcore™ and Vtools™. Its latest product, SayIt, is a speech-to-text application for call-center agents.

nVoq is an acknowledged contributor to the VoiceXML 3.0 specification now being developed in the W3C Voice Browser Working Group, and is a member of the committee developing the VoiceXML 2.1 Certification Suite.

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PreVisor, the leading global provider of on demand employment assessments and talent measurement solutions, helps clients connect employment decisions to business results. Following the rigorous standards of industrial-organizational psychology, PreVisor's assessment content accurately predicts on-the-job performance and supports fair hiring practices. PreVisor's solutions help streamline hiring, reduce recruiting and training costs, and improve corporate performance for clients worldwide, including more than 100 of the Fortune 500.

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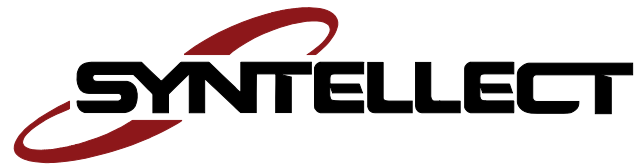
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At Syntellect, we help our customers create, maintain and continuously improve superior end-to-end service for their customers.

With over two decades of pioneering leadership and thousands of solutions deployed globally, Syntellect is a premier provider of enterprise-class contact center solutions for the utilities, financial services, government, high-technology, help desk, consumer products and healthcare industries.

Contact:

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WITNESS ACTIONABLE SOLUTIONS®

Verint® Witness Actionable Solutions® is the leader in analytics-driven workforce optimization software and services.

Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience.

From contact centers to remote office, branch and back-office operations, its award-winning, next-generation Impact 360® Workforce Optimization suite is the industry's most unified solution set—featuring quality monitoring and recording, workforce management, speech and data analytics, customer feedback surveys, performance management, eLearning and coaching. Impact 360 helps improve the entire customer service delivery network, powering the right decisions to help ensure service excellence and transform organizations into customer-centric enterprises.

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