



THE SUPPLIER DIRECTORY



CosmoCom™ provides a [unified, all-IP contact center suite](#) that enables businesses to quickly, easily and economically fulfill the most complex customer interaction management requirements of today - and tomorrow.

CosmoCom's Consolidation 2.0 strategy unites all customer contact functions, locations, and personnel – including outsourcers and home agents – on a single unified customer communications platform that is Virtual by Design™.

Organizations can obtain the full benefits of Consolidation 2.0 by deploying CosmoCom's unified contact center technology in-house, or via a service provider offering hosted contact center services. CosmoCom customers include Fortune-class enterprises around the globe, including many of the world's largest service providers.

With its reputation for servicing sophisticated, mission-critical applications, CosmoCom is the [most selected provider of cloud-based contact center platforms](#) to top-tier telcos worldwide.

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FurstPerson, Inc. provides award winning, on demand assessment tools to help you make the right hire for your contact center.

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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The Ultimate Live Speech Analytics Solution

Deliver 100% compliance on every call with GemaTech's new Call Analyzer. Analysis of every call, as it is taking place, provides instant feedback to individual agents, supervisors and managers to ensure that all agents are following their scripts correctly. Desktop prompts are delivered to the agent's screen during calls reminding them if they have forgotten to say necessary phrases, to achieve first call resolution and to ensure legally binding, FSA compliant, contracts on every call.

Call Analyzer combines the power of speech to text, phonetics and key phrase search techniques to deliver 90 to 97% accuracy on 100% of calls. Bespoke management reports deliver fast business insight in any format. Quick implementation and low set up costs deliver a fast return on investment, with a proof of concept trial available if required.

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GENESYS®
AN ALCATEL-LUCENT COMPANY

Alcatel-Lucent's Genesys solutions feature leading software that manages customer interactions over phone, Web and mobile devices. The Genesys software suite handles customer conversations across multiple channels and resources - self-service, assisted-service and proactive outreach - fulfilling customer requests and optimizing customer care goals while efficiently using resources. Genesys software directs more than 100 million customer interactions every day for 4,000 companies and government agencies in 80 countries. These companies and agencies leverage their entire organization, from the contact center to the back office, while dynamically engaging their customers.

Contact:

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knowlagent PREVISOR®

TALENT MEASUREMENT

Knowlagent provides the only call center software that increases agent utilization by delivering shrinkage activities during idle time.

Knowlagent creates active wait time through dynamically delivered sessions for talent management and other common shrinkage activities between customer interactions.

Knowlagent's solutions are on-demand, easy to use and require no capital expenditures.

Over 200,000 agents and managers around the world use Knowlagent's solutions every day. For more information, call 888-566-9457 or visit us online at www.knowlagent.com.

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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.

The company is headquartered in Atlanta, Georgia, with offices in Washington D.C., Minneapolis, Tampa, London, and Sydney.

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At Syntellect, we help our customers create, maintain and continuously improve superior end-to-end service for their customers – personalized service that values their preferences from the way they contact a business to the level of help desired. 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.

Syntellect Customer Interaction Management (CIM) enables you to deliver, continually assess and fine-tune customer service across your organization. The core of Syntellect CIM contains an advanced management engine that enables you to fully control a universal queue of customer interactions of all types, including telephone and Interactive Voice Response (IVR), voice mail, email, web chat, web transactions, fax and agent tasks.

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The Taylor Reach Group, Inc.(Taylor Reach) a call and contact center consultancy, takes a ‘hands-on’ holistic approach to improving customer interaction and call/contact center strategies, by examining every aspect of the call/contact center interaction process.

Each Taylor Reach consultant has a minimum of 15 years of senior contact center operational management. Since 2003 TRG has delivered award winning results to hundreds of Fortune 500, Global 1000 and SMB’s. We understand the ‘thousands of moving parts’ that make up a contact center and appreciate that the contact center is the single most influential element in delivering an effective customer experience, happier customers and happier employees.

We deliver proven results, driving operational innovation. We guarantee your success by guaranteeing a 300% ROI on recommendations we make. Today more than 14,000 agent desktops globally employ Taylor Reach designed operational models.

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Verint® Witness Actionable Solutions® is the leader in enterprise workforce optimization software and services. Its solutions are designed to help organizations of all sizes 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, customer interaction analytics (speech analytics, data analytics, text analytics and customer feedback surveys), desktop and process analytics, 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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