



## **Telesphere and CosmoCom Bring Advanced, Cloud-Based, Zero-CapEx Contact Center Services to U.S. Businesses**

*Businesses and Contact Center Operators Can Now Quickly and Cost-Effectively Implement Voice, Email and Chat-Based Support Services to Enhance Customer Satisfaction*

**PHOENIX – Sept. 14, 2011** – Contact centers have a limited selection of hosted voice, email and chat solutions, forcing them to invest six figures or more on premises-based infrastructure — until now. Telesphere today announced a relationship with [CosmoCom](#), part of [Enghouse Interactive](#) and a global leader in cloud-based contact center solutions, to provide businesses and contact center operators with a comprehensive, zero-capital expenditure suite of cloud-based interaction management services and tools that enhance customer satisfaction.

Telesphere's relationship with [CosmoCom](#) provides businesses and contact center operators with a portfolio of hosted contact center applications and advanced tools including:

- Email, VoIP and chat, all of which can be captured and archived for training and follow up.
- Skills-based routing so customers are routed immediately to the correct agent group.
- Cradle-to-grave reporting, enabling businesses and contact centers to track every interaction for every customer.
- An intuitive, graphical call-flow designer, which eliminates the need for special coding skills to create and modify call flows.
- A 100 percent Web-based design, eliminating the need for client software.
- The ability to bolt on third-party reporting tools.
- Support for whisper and DNIS.

CosmoCom will demonstrate the new interaction management suite at Telesphere's ITEXPO booth, No. 837.

"Powered by CosmoCom, Telesphere's new, completely cloud-based contact center solution enables businesses and contact center operators to implement advanced tools quickly and without the need for a six-figure investment in premises-based hardware and software," said Sanjay Srinivasan, Telesphere CTO. "The cloud-based design also provides manageable, predictable OpEx, enabling them to scale up quickly but cost-effectively. Contact centers are the latest example of how Telesphere is partnering with leaders such as CosmoCom to enable the global trend toward hosted business communications services."

"Cloud-based solutions are a powerful new option for contact centers, and Telesphere was a natural choice for bringing those solutions to businesses and contact center operators," said Steve Dellutri, CosmoCom creator and CTO. "Together, we're transforming the way businesses interact with and support their customers."

*Inc. Magazine's* [2011 list of America's fastest-growing companies](#) ranks Telesphere first among large providers of cloud communications services and [No. 965](#) overall.

Customers can connect with Telesphere at [www.telesphere.com/Contact\\_Us.html](http://www.telesphere.com/Contact_Us.html) or:

Twitter: <http://twitter.com/telesphere>

Facebook: <http://www.facebook.com/telesphere>

YouTube: <http://www.youtube.com/telesphere>

LinkedIn: <http://www.linkedin.com/companies/2102>

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### **About Telesphere**

Telesphere is a nationwide managed cloud communications provider for businesses delivering an innovative package of Unified Communications, hosted VoIP, Internet connectivity and video conferencing services to businesses throughout the United States. As one of the first companies to offer hosted, enterprise-level communications as a service (CaaS), Telesphere allows businesses to enjoy all the latest voice and data features of large enterprises without costly investment in on-premises equipment. Telesphere's more than six years of CaaS experience to businesses throughout the United States places it at the forefront of companies that specialize in the convergence of office PBX phone service, cellular phones, PCs and [Unified Communications](#) features. Telesphere fully manages its customers' services over a private IP facilities-based network.

### **About Enghouse Interactive**

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organisation, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools. [www.enghouseinteractive.com](http://www.enghouseinteractive.com).

### **About CosmoCom**

CosmoCom™, empowers enterprises and service providers to build private and public cloud contact centre solutions that free customers from the boundaries imposed by traditional industry products. CosmoCom's [unified, all-IP contact center suite](#) provides businesses with the agility to quickly, easily and economically fulfill the most complex customer interaction management requirements of today - and tomorrow. CosmoCom is the [most selected provider of cloud-based contact centre platforms](#) to top-tier telcos worldwide. [www.cosmocom.com](http://www.cosmocom.com).