



HOSTED CALLTOWER SOLUTIONS

WHY CALLTOWER?

When it comes to ensuring quality hosted communications services experience truly matters. CallTower is the industry leader with more than a decade of implementing and servicing clients with a 98% customer retention and a 5-star rating in all areas.

DEDICATED CUSTOMER SERVICE

Our unmatched implementation and support teams have deployed and supported thousands of users, enabling solutions around the corner and across the globe. All projects receive a designated product manager who secures a seamless implementation and training success plan.

We are here to help! CallTower's support experts are available 24/7/365 via, phone, email and chat.

LET'S CONNECT

CallTower Connect

CallTower Connect simplifies the set-up and management of CallTower services facilitated within one easy to use web or mobile application. Manage Cisco, Microsoft Skype for Business, Email and Conferencing solutions interchangeably by user based within a location. **CallTower Connect is the unifier in unified communications.**

Partner with CallTower and connect your customers to:

- ✔ Hosted Skype for Business Enterprise Voice
- ✔ Office 365 Enterprise
- ✔ Hosted Cisco Solution
- ✔ Web and Video Conferencing
- ✔ Robust Contact Center Solution
- ✔ Domestic & International Expansion
- ✔ US-Based 24x7 Support and much more!

Clarity Connect provides rich contact center software built exclusively for Microsoft Skype for Business. Leveraging the native Skype for Business APIs, Clarity Connect is able to extend the functionality of the Skype for Business server, enabling users to single-handedly perform contact center functions without the need to install any desktop software.

UNIFIED COMMUNICATIONS CONTACT CENTER

The way in which people communicate is rapidly changing. Your users want to be able to quickly and easily find an expert to solve their problems and picking up the phone is not always the preferred method of communication.

Clarity Connect enables instant messages, voice and web based communications while providing advanced call center management, historical reporting and real-time metrics.

INTELLIGENT ROUTING

Offering additional ways for customers or employees to easily and intelligently reach knowledge experts within your organization is a must in today's world.

Clarity Connect enables the intelligent routing of communications with a seamless experience for users and employees. Intelligent rules engine powers the routing allowing supervisors to create simple or complex routing rules ensuring emails are routed to the most skilled agent.

FEATURE HIGHLIGHTS



CALL RECORDING

Configure call recording to any level desired. Agents can be given the ability to start or stop recordings. Direct inbound and outbound call recording is also available for agents.



WEB CHAT

Enable web chat through a public facing chat client written in HTML and Javascript. It's simple to configure and deploy to any public facing website while maintaining your brand.



CRM INTEGRATION

Out-of-the-box integration with CRMs like Salesforce and Dynamics enables Clarity Connect to retrieve Customer and Account information.



QUICK INTERACTIVE VOICE RESPONSE (IVR) TOOLS

Users can easily create complex call flows in a matter of minutes. The Quick IVR module fully supports IM and Voice Sessions within a single Call Flow. QuickIVR provides greater flexibility with a single point of administration.