![calltower AI]

CONVERSATIONAL AND AGENTIC AI SOLUTIONS

Intelligent Conversations That Drive Real Business Outcomes

Agentic AI Agent

I'd like to rebook my flight out of Boston tonight.

Sure, I can help with that! What's your flight number and desired flight time? I will look for alternate flight options.
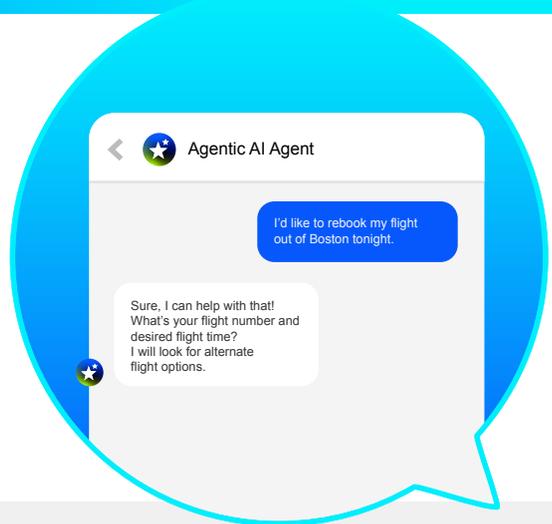
Why Partners Choose CallTower AI for Conversational AI

CallTower AI transforms conversational and agentic AI technology into measurable CX outcomes by combining industry-leading platforms with deep deployment expertise, human-centered design, and end-to-end lifecycle support.

Conversational & Agentic AI
Human-like interactions • Intelligent decisioning • Scalable AI outcomes

Conversational AI is a core offering within CallTower AI, designed to help organizations move beyond automation to **intelligent, action-driven experiences.**

Intelligent virtual agents, real-time Agent Assist, and autonomous agentic AI

Omnichannel engagement across voice and digital experiences

Enterprise-grade architecture integrated with CRM, ERP, and core systems

Trusted advisor approach aligned to business and CX goals

More Than The Basics
Faster resolution • Improved CX • Higher agent efficiency

CallTower AI goes beyond answering questions to deliver AI that understands intent, reasons, and acts in real time.

- Intelligent virtual agents and empathetic AI assistants
- Personalized self-service experiences customers trust
- Real-time Agent Assist with contextual insights
- AI-driven analytics to optimize CX and agent performance
- Multimodal automation across voice and digital channels

White-Glove Deployment
Reduced risk • Faster time to value • Confident AI adoption

CallTower AI pairs powerful technology with expert execution to ensure AI delivers value from day one.

- AI strategy, design, and use-case alignment
- End-to-end solution deployment and integration
- CRM, ERP, and enterprise system connectivity
- Training and adoption enablement

Resiliency Built In
Consistent experiences • Operational resilience • Customer trust

CallTower AI solutions are designed for enterprise reliability, continuity, and trust.

- Always-on omnichannel availability
- Secure, compliant architectures supporting regulated environments
- Seamless escalation from AI to live agents