





# CCaaS & CX

CallTower delivers enterprise-grade Contact Center and CX solutions by combining leading CCaaS platforms, global voice, AI, and fully managed services through one trusted provider.

<b>80+</b> COUNTRIES WITH GLOBAL VOICE	<b>In-House</b> CONVERSATIONAL AI PRACTICE	<b>24/7</b> LIVE SUPPORT 365 DAYS/YEAR	<b>5</b> LEADING CCAAS PLATFORMS	<b>1</b> INVOICE FOR CCAAS, CX, & VOICE
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<ul style="list-style-type: none"> <li>• Agentic CX platform with native AI embedded across customer and agent experience</li> <li>• AI-driven self-service, agent assist, and real-time decisioning</li> <li>• Open, API-driven architecture with deep enterprise integrations</li> </ul>	<ul style="list-style-type: none"> <li>• AI-powered experience orchestration platform for enterprise contact centers</li> <li>• Agentic virtual agents that can reason and execute actions within governed workflows</li> <li>• Unified voice, digital, journey management, and workforce engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Cloud-native Cisco CCaaS built for secure, global deployments</li> <li>• Native integration with Webex Calling and Cisco collaboration</li> <li>• AI-assisted routing and agent guidance</li> </ul>	<ul style="list-style-type: none"> <li>• Native Microsoft Teams contact center experience</li> <li>• Agents operate entirely within Teams</li> <li>• Designed for Teams-first organizations</li> </ul>	<ul style="list-style-type: none"> <li>• CallTower proprietary contact center solution</li> <li>• Simplified workflows and faster agent onboarding</li> <li>• Real-time dashboards and analytics</li> </ul>

### Omnichannel Engagement

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#### CUSTOMER ENGAGEMENT

- Unified voice and digital engagement with persistent context
- Seamless handoff between self-service, AI, and human agents

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#### ROUTING & ORCHESTRATION

- AI-driven, intent-based routing and decisioning
- Automated workflows and next-best-action orchestration

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#### WORKFORCE & QUALITY

- Continuous quality insights powered by AI
- Real-time visibility into performance, experience, and outcomes

### CX & AI Capabilities

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#### AI-POWERED EXPERIENCES

- Virtual Agents & Agent Assist
- Conversational & Agentic AI
- Intent, sentiment & smart routing

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#### DATA & INSIGHTS

- Real-time & historical analytics
- CX performance optimization

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#### UC + CC INTEGRATION

- Native Teams, Webex & Zoom integration
- One voice provider across UC & CC

### PROFESSIONAL & MANAGED SERVICES

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#### Implementation

- ✓ Platform design, deployment, and migration
- ✓ Global telephony, routing, and integration setup
- ✓ Go-live validation

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#### Optimization & Support

- ✓ Ongoing optimization, training, and adoption support
- ✓ Dedicated Client Success team
- ✓ 24/7/365 live support