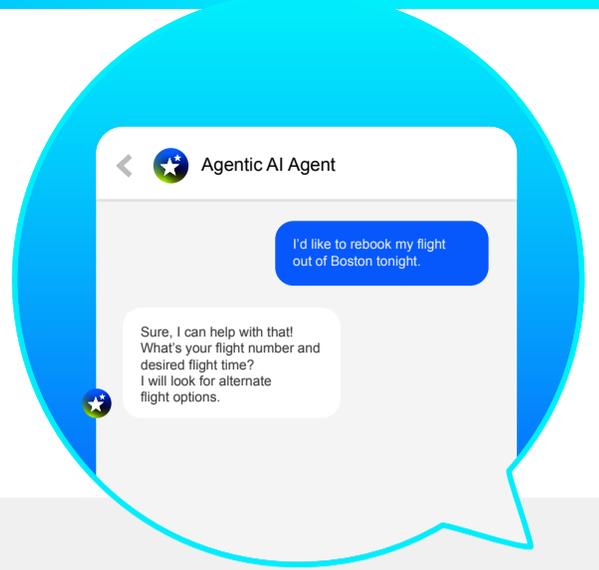




UNIFYING CONVERSATIONAL AND AGENTIC AI ACROSS THE ENTERPRISE

Enterprise AI for Communication, CX, and Productivity

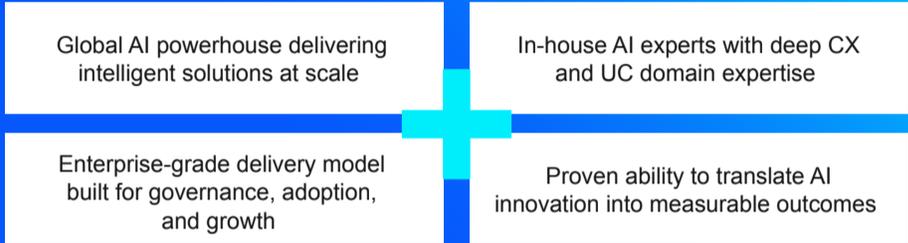


Why Partners Choose CallTower AI

CallTower AI unifies leading Agentic AI solutions with deep CX and UC expertise to help organizations transform communication, boost productivity, and drive measurable business outcomes at an enterprise scale.

Built for Enterprise AI Transformation | *Confident AI adoption • Scalable outcomes • Enterprise trust*

CallTower AI is designed to help organizations operationalize conversational and agentic AI, not just deploy technology. We bring together **experience design, execution, and lifecycle support** to ensure AI delivers real value in production environments.



What We Deliver | *Improved CX • Higher productivity • Operational efficiency*

CallTower AI delivers practical, production-ready AI solutions aligned to real business needs.

- + Intelligent customer and employee experiences across multimodal voice and digital channels
- + Conversational and Agentic AI for real-world use cases
- + Self-service and Agent Assist that improve efficiency and satisfaction
- + AI-driven analytics to optimize CX, agent performance, and operations
- + Scalable platforms integrated with contact center, CRM, ERP, and enterprise systems
- + End-to-end AI design, deployment, and continuous optimization

Core AI Practices

Conversational & Agentic AI |

Transform the contact center with intelligent, natural interactions and autonomous AI-driven action.

- Conversational AI powered by advanced language understanding for natural, multimodal voice and digital interactions
- Agentic AI for multi-step reasoning, contextual decision-making, and task execution across systems
- Intelligent virtual agents and real-time Agent Assist
- Smart routing, intent recognition, and sentiment analysis
- Seamless live agent handoff with full conversation context

UCaaS AI Integrations |

Enhance everyday communications with AI embedded directly into leading UC platforms.

- Meeting transcriptions and intelligent summaries
- Voice commands and smart scheduling
- AI noise suppression and call enhancements

Microsoft Copilot & Microsoft 365 AI

- Copilot in Teams for intelligent meeting recaps and action items
- Copilot in Outlook, Word, Excel, and more to draft, analyze, and accelerate work
- Security and compliance AI to protect sensitive information

Webex by Cisco AI Assistant

- Real-time queue management and advanced call routing
- Personalized screen pops for agents
- Silent monitoring, coaching, and analytics for supervisors
- Centralized management via Cisco Control Hub with global PSTN reach

Zoom AI Companion

- Real-time transcription and smart meeting summaries
- Noise suppression and enhanced meeting experiences
- Advanced analytics, automated scheduling, and personalized insights