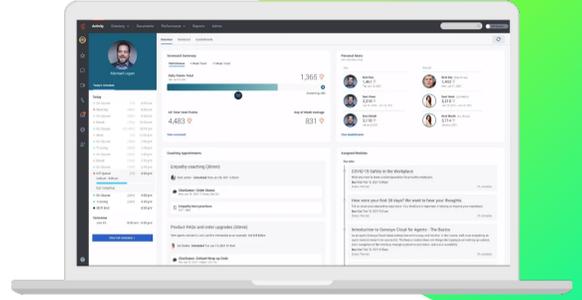


CALLTOWER + GENESYS CLOUD

Smarter Contact Centers. Simplified Delivery. Real Results.



**North America Canada
Partner of the Year 2024**



**Partner of the Year
(High Growth) 2025**



**Partner of the Year
Mid-Market 2026**

CallTower is a Genesys Premier Partner

helping organizations modernize customer experience with Genesys Cloud. Together, we deliver scalable, cloud-native contact centers that improve customer engagement, optimize operations, and drive measurable business outcomes.

By the Numbers

30+ years of contact center experience

150+ active Genesys customers supported

1000+ Genesys Cloud deployments

24/7/365 extended Hours & ad-hoc services

Global Reach + Comprehensive Expertise

Our End-to-End Professional Services Implementation Methodology

With deep Genesys expertise and a proven delivery model, CallTower supports customers **from strategy and migration through implementation, optimization, and long-term success.**

Direct, Multi-Channel Support – Reach real people, not just portals

Tailored Training Programs – Custom sessions for your team

Why Genesys Cloud

Genesys Cloud is a leading cloud contact center platform for delivering seamless, personalized omnichannel customer experiences.

- + Agentic AI and autonomous virtual agents
- + AI-powered Agent Assist
- + Omnichannel experience orchestration
- + Workforce engagement and analytics
- + Secure, cloudnative architecture

Our Comprehensive Approach

- Strategy: clear roadmap aligned to your goals
- Personalized solution for your unique needs
- Migration: smooth, cost-effective transitions
- Configuration, implementation, and expert management
- Training & support to empower your teams
- Maximize roi with continuous partnership

Client Success Story

Epcor Insurance

[DOWNLOAD](#)

Beyond Contact Center: Unified Communications + Voice Services

CallTower enhances Genesys Cloud with a broader portfolio of integrated communications solutions:

- Global PSTN and voice services
- UCaaS + CCaaS under one roof
- Microsoft Teams and Zoom Phone integration
- 24/7/365 Tier 1 support with enterprise-grade SLAs