



CALLTOWER & WEBEX CLOUD CONNECTED PSTN (CCP)

Enterprise Voice, Natively Integrated

CallTower's Webex Cloud Connected PSTN (CCP) integrates enterprise-grade telephony directly into Cisco's Webex platform - delivering unified, reliable voice for organizations with complex communication requirements. Designed for high-DID environments such as hospitals, universities, call centers, retail operations, and multisite enterprises, CallTower's Webex CCP scales seamlessly as business needs evolve.

By the Numbers

24+ years of experience

Global coverage across multiple regions

Certified

Cloud Connected PSTN Provider for Webex Calling and Webex Contact Center

Built for Enterprise Voice

Lower Deployment Risk • Faster Cutovers • Enterprise Credibility

CallTower delivers native Webex Calling through its role as a **Certified Webex Cloud Connected PSTN (CCP) Provider**, pairing Cisco's Webex platform with enterprise-grade PSTN and deep deployment expertise.

Partners since **2002**
CallManager → HCS
→ Webex Calling

Native Webex Calling cloud architecture with **carrier-grade PSTN**

Scalable support for high-DID, complex business environments

Enterprise-ready for **multi-site, multi-country environments**

More Than The Basics

Higher Call Quality • Better Adoption • Long-Term Success

CallTower extends Webex CCP with capabilities designed for modern, high-performance collaboration:

- + Global PSTN connectivity for Webex users, no separate phone system required
- + Scalable DID management for hospitals, universities, call centers, and retail environments
- + Webex Contact Center integration for a unified customer experience
- + AI-powered features including transcription, sentiment analysis, and virtual assistants
- + Secure and compliant communications aligned with enterprise and regulatory standards

White-Glove Deployment

Fewer Escalations • Faster Go-Lives • Predictable Outcomes

Complex environments demand expert execution. CallTower manages Webex CCP deployments end-to-end to simplify operations and ensure success:

- Dedicated project management
- Global number provisioning and DID scaling
- Seamless cutovers with minimal disruption
- 24x7x365 expert support

Resiliency Built In

Always-On Voice • Operational Resilience • Business Continuity

CallTower designs resiliency directly into Webex CCP services to ensure reliable communications in always-on environments:

- Redundant call routing and failover
- Built for continuous uptime across locations
- Support for mission-critical operations
- Designed to support evolving organizational demands

Why CallTower for Webex CCP

CallTower understands the challenges of organizations with intricate communication needs, from hospitals and universities to large-scale contact centers. With customizable solutions, continuous innovation, and always-on support, CallTower delivers Webex CCP built to scale, simplify operations, and keep enterprises connected and thriving.