



Beyond UC:

CallTower's CCaaS &
CX Expertise



**Your One-Stop Shop for
Contact Center
Transformation**

Delivering complete contact center solutions -
from strategy and design to deployment,
training, and long-term optimization

CallTower goes beyond Unified Communications (UC) to offer a full suite of cloud-based Contact Center as a Service (CCaaS) and Conversational AI (CAI) solutions. Our expert-led Professional Services ensure a seamless customer experience from day one, with tailored engagements built for speed, impact, and scalability.

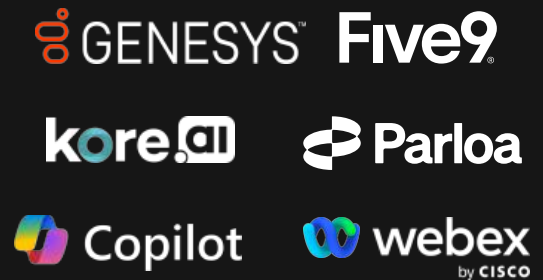
**We're your CX one-stop shop - unifying UC, CCaaS, AI, PSTN,
and integrations under a single trusted provider.**

Core Solutions

Contact Center as a Service (CCaaS)



AI and Conversational AI (CAI)



Unified Communications (UC)



Global Enterprise Voice

What You Get with CallTower CCaaS & CX



Omnichannel Engagement

Voice, chat, email, SMS, and social



AI-Powered Automation

Bots, speech analytics & intelligent routing



Real-Time Insights

Dashboards, KPIs, agent/customer visibility



Workforce Engagement

Forecasting, QM, coaching tools



CRM & UC Integrations

Salesforce, Teams, Zoom & more



End-to-End Professional Services for CX Excellence:

Supporting every step of your customer experience journey

Discovery & Planning

CX strategy & KPIs
Current/future-state mapping

Solution Design

Platform selection
Routing flows
Reporting frameworks

Deployment & Migration

Cutover support
Legacy integrations
Agent setup

Training & Adoption

Admin/supervisor training
Knowledge transfer

Ongoing Optimization

QBRs
Expansion strategies
Continuous improvement

Why Choose CallTower for CCaaS/CX?

- 1,000+ Successful CCaaS/CAI Deployments
- 30+ Years of Contact Center Expertise
- Global Voice & PSTN + CX from One Provider
- Dedicated CX Professional Services Team - Architects, Trainers & Consultants
- North American, 24/7/365 Support
- Genesys, Five9, Webex, Zoom, Ascend Teams Contact Center (**coming soon*), CT Contact Center, Kore.ai, Parloa, Emite, Aspect



Simplify. Modernize. Scale.

CallTower helps organizations modernize their contact centers with best-in-class communication solutions and expert-led services - reducing complexity, minimizing disruption, and accelerating ROI.

Let's build a smarter CX strategy - together.

Let's Connect