

# MICROSOFT TEAMS CONTACT CENTER SOLUTION

## CT Cloud Contact Center Integration with Microsoft Teams.

Increase first contact resolution and improve customer experiences

FULLY-FEATURED, POWERFUL AND COMPLETE END-TO-END CLOUD CONTACT CENTER

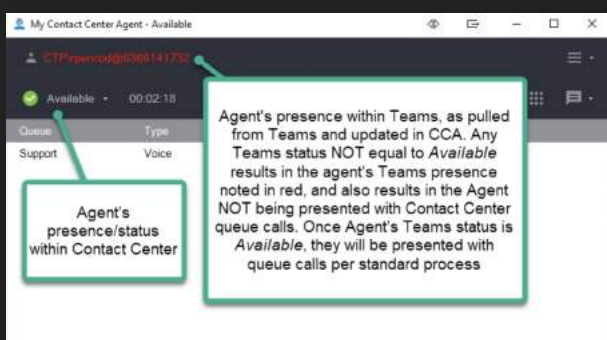
**SUPERIOR CUSTOMER CARE** - Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software.

**INCREASE PRODUCTIVITY AND REDUCE COSTS** - The CT Cloud Contact Center hosted contact center solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics.

## CT Cloud Contact Center + CallTower Teams

MICROSOFT TEAMS SUPERIOR CUSTOMER CARE TEAMS CCaaS

Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software. CT Cloud Contact Center empowers customers with a full-featured, powerful and complete end-to-end cloud contact center solution with integration of Microsoft Teams presence to ensure agents are truly available to assist callers.



Customers can expect their calls to be answered quickly and their issues to be resolved promptly. CT Cloud Contact Center Integration with Teams enables Agent-Expert Consultation by connecting agents with Teams users throughout the organization. Contact center agents can easily identify the right knowledge workers and subject matter experts using Teams Presence.

# FULL-FEATURED, POWERFUL, AND COMPLETE

The CT Cloud Contact Center solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics.



## DATA CENTER

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16



## CALL CENTER QUEUES

- Call center queue management & virtual queuing
- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back & click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/email alerts



## CALL CENTER GROUP

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service



## QUALITY MANAGEMENT

- Call recording (with agent notes)
- Screen recording with playback
- Live monitor, whisper, barge-in
- Agent & web chat logs
- Agent coaching & evaluation



## WORKFORCE MANAGEMENT

- Forecasting & scheduling
- Schedule optimization
- Vacation automation & shift-trade portal
- Real-time adherence view & reporting



## REPORTING & ANALYTICS

- Real-time stat display & bulletin board
- Real-time graphical dashboard Custom agent activities
- Custom multi-level dispositions
- Detailed call & agent statistics
- Scheduled reports
- Customized contact center reports



## ABOUT CALLTOWER

Since its inception in 2002, CallTower has evolved into an international leading cloud-based, enterprise-class Unified Communications, Contact Center and Collaboration solutions provider for growing organizations worldwide. CallTower provides, integrates and supports industry-leading solutions, including Native Microsoft® Teams Direct Routing, Microsoft® Operator Connect, Office 365, GCC High Teams Direct Routing, Hosted Skype for Business, Cisco® Webex Calling, UCM, HCS, Webex Collab Suite, CT Cloud UC, CT Cloud Boost, CT Cloud Meeting powered by Zoom and three contact center options, including Five9 for business customers.

CallTower enhances our clients' strategic and operational capabilities by integrating VoIP service, mobile applications, email hosting, unified messaging, instant messaging, audio, web and video conferencing, collaboration tools, contact center, cloud services and global networks solutions into one reliable platform.