

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

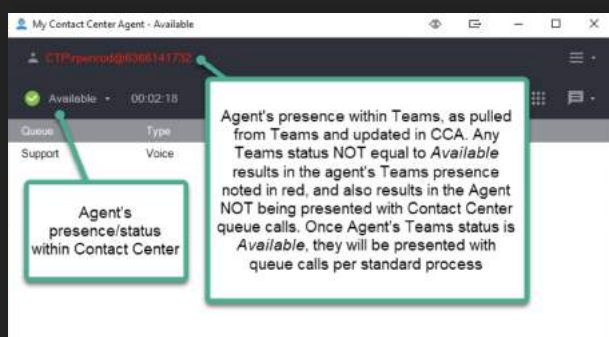
SUPERIOR CUSTOMER CARE - Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software.

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 a global 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 Microsoft® Teams Direct Routing, Operator Connect, Office 365, GCC High Teams Audio Conferencing and PSTN, Cisco® Webex Calling / UCM, Cisco® CCPP, CT Cloud UCaaS, CT Cloud Meeting powered by Zoom and four contact center options, including Five9 for business customers.