



INTEGRATE YOUR APPLICATIONS

NATIVE



Microsoft Teams

DIRECT ROUTING

CT Cloud Unite integrates with **CallTower's Native Microsoft Teams Direct Routing** delivering an unprecedented range of business and contact-orientated applications, offering a standard set of features with a huge range of popular cross-vertical and vertical-specific apps. Most notably, CT Cloud Unite for Teams includes both **CRM integration** for easy access to client information and **Contact Popping** for instantaneous 'pop up' access to contact information on screen.

REACH THE FULL POTENTIAL OF HOSTED TELEPHONY SOLUTIONS

This far-reaching integration solution will improve the quality and professionalism of your call handling and the caller's experience. It increases the productivity and collaboration of phone system's users and reduce the time and costs involved with making and receiving large volumes of calls. CT Cloud Unite helps realize the full potential of hosted telephony solutions.

CT Cloud Unite is a client-only solution, specifically designed for CallTower's hosted Cloud Voice platforms and is easy to install, configure and upgrade.

 [Watch the Video](#)

CRM INTEGRATIONS



ORACLE®

HubSpot

Microsoft Dynamics™



NETSUITE

:copper



DESKTOP INTEGRATIONS



Microsoft Teams



Outlook



Google Contacts



search.ch



IBM® Notes



Click-to-dial

A comprehensive range of click-to-dial techniques is standard with CT Cloud Unite, enabling significant time savings within your favorite applications. You can even train it to work with applications we know nothing about.



Contact Popping

If a caller is located in an integrated application, you will see full contact information details quickly “pop-up” on screen.



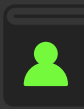
Caller Preview

Caller Preview is enabled for both inbound and outbound calls, if a match for the caller is located within the integrated directories the caller's summary details are displayed on screen. This allows the you to see full details before you answer the call.



Activity Logging

Record activity in business applications for all inbound and outbound calls. This feature is currently available within a limited business applications.



Address Book

Details of a new caller can be easily saved in your personal directory. Integrated applications can be searched and dialed from the results.



Recent & History Lists

Easily view a list of your most recent inbound and outbound calls, and/or view a more comprehensive call history list. Any telephone number in these lists can be redialed with a single click.



Note Taking

Quickly and easily add call notes to the business system.



Licensing

CT Cloud Unite comes in two license versions: “Express” and “CRM”. Both versions offer the same click-to-dial functions, call history, and contact searching with pop-up integration with Microsoft Outlook, Lotus/IBM Notes and Google Contacts. The CRM version offers the same contact searching with information pop-up integration into additional business applications and systems.

ABOUT CALLTOWER

Experience seamless, intelligent communication with CallTower, your trusted cloud communications provider.

We specialize in Unified Communications as a Service (**UCaaS**), Collaboration as well as Contact Center as a Service (**CCaaS**), Conversational AI (**CAI**) technologies, with end-to-end professional and managed services. Our expertise and commitment to exceptional Customer Experience (**CX**) empower businesses to connect, collaborate, and grow with ease.

From streamlining workflows and optimizing IT infrastructure to proactive management and strategic guidance, our innovative and scalable solutions are designed to meet your unique business needs. **Redefine the way your organization communicates with CallTower—where innovation and expertise unite to drive meaningful connections and lasting success.**