

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.




SUPERIOR CUSTOMER CARE **TEAMS CCAAS OVERLAY**


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. Customers can 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.

FULL-FEATURED, POWERFUL, AND COMPLETE


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 **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

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.**