calltower

CONTACT CENTER

eBOOK

CallTower's Cloud Contact Center Solutions Simplify Making Powerful Connections and Deliver Results

CCaaS ▶

Five9 Cloud Contact Center

Five9

Five9 cloud contact center solution provides the benefits of feature-rich, on-premise systems with none of the hassles. Five9 enables your people with the tools they need to make powerful customer connections while delivering the results your business requires. With the Five9 contact center, you receive all the features and benefits you've come to expect from on-premise contact center infrastructure systems, with none of the complexity and long deployment times. And unlike many other cloud contact center infrastructure vendors, the Five9 VCC suite is built entirely from the ground up for the cloud.

VIRTUAL INBOUND CLOUD CONTACT CENTER:

Business moves fast. So should your contact center. With the simplicity of the Five9 Virtual Inbound Cloud Contact Center (VCC), you can configure your contact center in as little as one hour. Five9 is the market leader in customer implementations with the experience you need to help transform your brittle premise infrastructure into an agile contact center with the ability to scale whenever you need it.

PREDICTIVE DIALER:

The Five9 Predictive Dialer automates outbound dialing and triples the amount of time your agents spend talking to real prospects and customers, instead of dialing numbers. Use the Five9 Predictive Dialer when you have a large number of leads you need to contact quickly. It runs through your call lists across multiple campaigns, detects voice mail, fax machines, and busy signals. It also avoids "Do Not Call" numbers and automatically adjusts the dialing pace according to predicted agent availability.

MICROSOFT TEAMS INTEGRATION:

The Five9 and Microsoft Teams empowers agents to leverage:

- Company-wide presence (providing contact availability and channel preference)
- Global address book integration/synchronization and contact groups
- Click to Call and Click to Chat collaboration
- Telephony integration for Five9 agents and Microsoft
- Microsoft Teams users to place calls to each other without carrier fees
- Authentication via Windows domain credentials passed to UC adapter

FIVE9 INTEGRATION WITH TEAMS

Increase first contact resolution and improve customer experiences

The Five9 Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents to Teams users.

AGENT-EXPERT CONSULTATION FEATURES:

Agents can view a consolidated directory with Teams subject matter experts

Teams users can be identified by department for agents to quickly find the right expert to help

"At-a-glance" directory on the agent desktop provides presence information for experts (available, busy, away, ect.)

Agents can easily click to call, conference or transfer a call to any Teams user

TELEPHONY CONNECT FEATURES:

Calls to a company's general number can be automatically redirected to the contact center

Calls requiring contact center personnel can be directed to the correct skill groups in the contact center

Calls coming to the company's 1-800 number can be redirected to a specialist work group outside of the contact center

Five9 contact center agents can talk with back office experts who use Teams

Toll-free on-net calling, conferencing, and transfers

Consolidated directory of Teams users on the agent desktop to quickly find the right expert
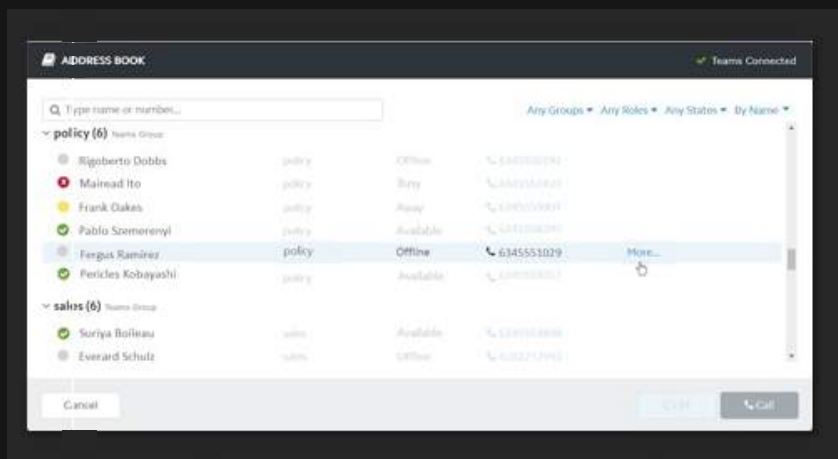
CallTower and Five9 Deliver Microsoft Teams Data-Driven XCaaS Solution to Westfield Bank

DOWNLOAD THE CASE STUDY

The combined power of CallTower's native Microsoft Teams Direct Routing solution and Five9 Cloud Contact Center brings Westfield Bank new communication prowess

Solgari Contact Center for MS Teams

Delivering exceptional customer experience

Microsoft Teams has emerged as one of the most innovative communication and collaboration platforms available, providing users with a seamless experience across all devices.

With CallTower's integration with Solgari, we can deliver Microsoft Teams in-application contact center and communication capabilities.
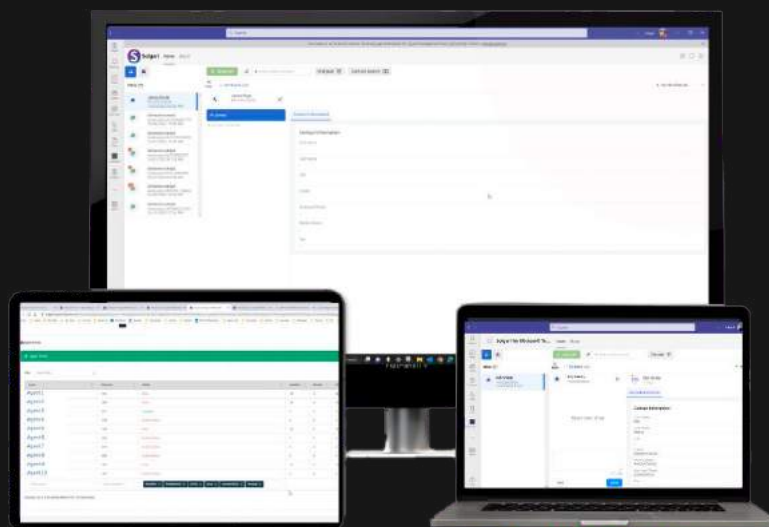
Offer customers all MS Teams channels

Single data view (within MS Teams app) of all conversations

Transform first-contact resolution

Frictionless buying experience

Connect & Go

CT Cloud Contact Center

Fully featured, Powerful and Complete End-to-end Cloud Contact Center

DOWNLOAD BLOOMS TODAY CASE STUDY

SUPERIOR CUSTOMER CARE:

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.

INCREASE PRODUCTIVITY AND REDUCE COSTS:

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.

FRESH, DYNAMIC AND USER FRIENDLY:

Contact Center solution can be complex, optimizing them shouldn't be. With CT Cloud Contact Center's user-friendly interface and graphical dashboards, enabling your staff to achieve your customer contact goals is easier, more accessible, and more enjoyable than ever before.

CT Cloud Contact Center ▶

Today's digital workplace is a cloud communications deployment model that erases the boundary between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS). Experts have been working to bring employee experience and customer experience together. With businesses implementing the hybrid workplace model, XCaaS solutions aim to get rid of this demarcation line to offer both the worker and the customer an improved experience from one integrated cloud platform.

Studies have revealed that about 45% of customers abandon a service or a product based on the experience of having to repeat the same information repeatedly, especially in instances where they get passed from one agent to another. With XCaaS solutions, communications and interactions are in sync, eliminating the need for the client having to retell their story. Also, this eradicates the need to secure small portions of solutions from different vendors, which can especially be problematic and more costly than you probably thought.

CT Cloud Contact Center

Data Security, Privacy, and Compliance

As developers discover new ways to solve our day-to-day problems, cybercriminals are also on the lookout to take advantage of any weak point in corporate networks or systems. Dealing with a single integrated platform helps you have the same security protocols across all services and even fulfill regulatory compliance.

Efficient and Cost-effectiveness

More than often, scattered solutions mean more time and cost in configurations, provisioning, and integration to ensure every system user is on board. That is, without including the risk of errors and downtime. UCaaS+CCaaS in one single place completely negates this problem.

Context

We've talked about the pain customers experience retelling stories and communication silos, especially between workers using CCaaS and UCaaS. xCaaS ensures the same context, information, and interaction experience between one agent and another or between contact centers and other employees.

Improved Analytics, Better Marketing

Integrating customer experience and your employee experience can help you acquire valuable insights by leveraging data obtained from interactions. This can significantly help you improve and market your products and/or services. Having a single vendor and platform means your AI algorithms can better learn and correlate patterns in data to give you an edge in the market.

Possible Combinations of Solutions:

Five9 + Teams

Five9 + webex by CISCO

Five9 + CT VOICE

CT CONTACT CENTER + Teams

CT CONTACT CENTER + webex by CISCO

CT CONTACT CENTER + CT VOICE

Solgari + Teams

ONLINE PROVISIONING IN CONNECT

UCaaS Solutions	+	CCaaS Solutions	+	Collaboration	+	Integrations

webex by CISCO

Microsoft Teams

zoom

VOICE/SIP

Five9

Solgari Contact Center

CONTACT CENTER

Contact Center

MEETING POWERED BY ZOOM

webex by CISCO

Microsoft 365

zoom **SD-WAN**

PSTN Connectivity

singlewire software

GENESYS

Atmos **NICE** CXone

calltower

ONE-STOP-SHOP

- Full turn-key solution
- One invoice
- One support call
- Dedicated circuits
- Fully managed handsets, headsets and conference rooms

SECURITY, STABILITY, SCALABILITY

- Benefits of OPEX vs CAPEX
- One platform to monitor
- End-to-end private cloud environment
- Faster troubleshooting

PROJECT MANAGEMENT

- No finger pointing between solution providers
- One project team for design/changes
- Faster deployment times
- Easy-to-use solution management tool

Align yourself with the leaders in UC

LET'S CONNECT