



**ENTERPRISE QUALITY –  
FEATURE RICH**  
**Cisco eBOOK**

As organizations become more complex their employees need smarter, and better ways to collaborate. This experience should connect people, information and their teams. Cisco UC offers this experience – and it is the most secure IP telephone system available. CallTower's Cisco solutions provide the ultimate unified communications capability for all businesses, no matter how small or large. It delivers a seamless user experience with high-quality, scalable web and video capabilities. CallTower's Cisco offerings are easy-to-use business communication technology tools that support mobility, messaging, conferencing and presence management.

## **CALLTOWER - A SIGNIFICANT CISCO CLOUD PARTNER**

CallTower is a certified service provider (SP) and Cloud Connected PSTN Provider (CCPP) to enable Cisco's global cloud calling initiative.

CallTower's global SBCs dual and diversely connected with every Cisco SBC, globally to provide PSTN connectivity to every open market

CallTower enables Cisco's success with global enterprise deployments as a sole-source provider

CallTower is structured to support: Global PSTN to Cisco's Webex products, including all forms of Calling, Contact Center and Cisco's emerging Dedicated Instance, Webex Cloud Calling, and UCM.

This strategy has positioned CallTower as a Cisco-promoted globally as a Cloud Connected PSTN provider (CCPP) to every Cisco VAR, globally offering its version of Webex Calling/Contact Center

CallTower is a Certified Cisco SP for: Full Cloud Webex Calling, globally; Full Cloud Webex Contact Center, globally

This positions CallTower as a go-to partner for Cisco-direct to pursue global cloud opportunities to compete with a pure cloud solution against RingCentral, 8X8, etc.

# CISCO CERTIFIED

## Webex Calling / Dedicated Instance

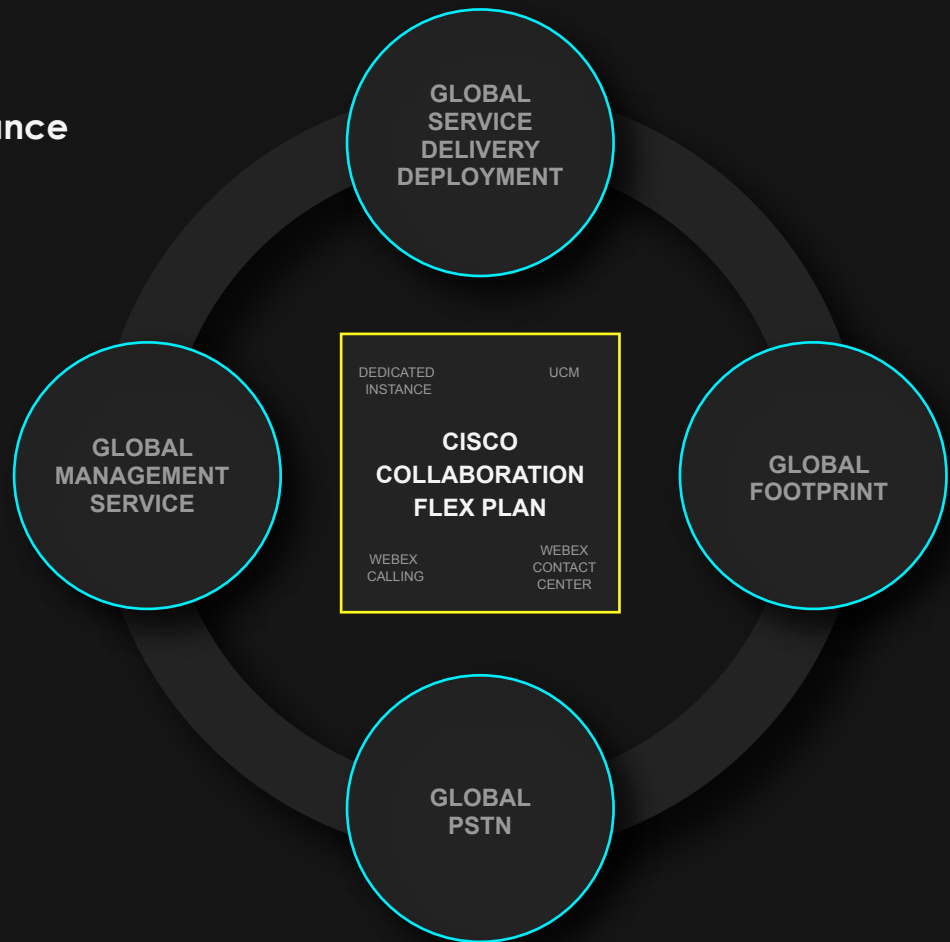
- SP version - Integrated with CallTower Global PSTN
- Global PSTN and Support

## Webex Contact Center

- Integrated with Global PSTN
- Integrated with Speech IVR
- Integrated with Webex Calling

## Webex Meetings and Teams

- Bundling and EA



## CISCO WEBEX RELATED BLOGS

[AN EXCEPTIONAL USER EXPERIENCE](#)

[THE USER EXPERIENCE OF CISCO WEBEX](#)

[WHAT IS CISCO WEBEX](#)

Cisco Webex Teams is a business communications app that integrates critical features into a single experience. The app is designed for continuous team collaboration with calling, video meetings, group messaging, file sharing and white boarding. Teams can get the full experience and external guests like partners, customers and experts can be added for collaboration.

## Security:

Keep sensitive information safe with integrations to leading data loss prevention (DLP) and cloud access security broker (CASB) security and identity management solutions like Cisco Cloudlock, Symantec, Duo, and more

## Incident Management Systems:

Minimize the impact to normal operations and manage service issues by creating and updating workflows in ServiceNow and Zendesk.

## Sales, Marketing and Social:

Make the most of your team collaboration by making updates to Salesforce and receiving notification from Marketo, Eventbrite, SurveyMonkey, and Local Measure

## CISCO WEBEX CALLING DETAILS

CallTower is fully Certified as a global Webex Calling Service Provider (SP)

Webex branded services are world class solutions provided by a pre-eminent global technology company that invests significantly in building the most stable, reliable, secure and functional products, applications and services available.

Made globally available for regional SIP and media optimization for minimal latency and maximum voice quality.

One seamless platform across all locations (globally) for desktop to desktop calling without requiring a private network

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Secure and reliable cloud service and implementation, supported by CallTower, a certified Cisco enterprise channel partner

Flexibility to support a mix of on-premises and cloud system deployments, with financial protection for future migration of any included Cisco on-premises licenses

Built to support multisite and global multi-national networking requirements

Intelligent user experience that integrates customer collaboration applications and devices with other cloud applications you depend on, so you can streamline workflows and support a more intuitive way to work

Fully Integrated by CallTower, Webex Contact Center, Cisco's world class Cloud ACD

CallTower's global SBCs dual and diversely connected with every Cisco SBC, globally to provide PSTN connectivity to every open market

Fully managed by CallTower with 24/7/365 NOC operations for issues and MAC requests

## CISCO WEBEX VAR ENABLEMENT

Cisco enables its VARs to offer Cisco Webex Calling by using a limited set of Cisco Certified PSTN Partners (CCPP)

**CallTower is a fully certified partner, globally available in over 200 countries**

CallTower as a CCPP is visible via Cisco's ordering and design tools

Enables Cisco Calling in most open markets globally

- DID/DDI
- In country special digits
- Caller ID
- Emergency access

Uniquely productized to enable VAR/customer to set the number of channels required

Uniquely productized for unlimited usage and bundles

## INTEGRATED CISCO WEBEX CONTACT CENTER

Added Value: Fully integrated Webex Calling and CCPP

CUSTOMER INTERACTION	TDM IVR	Call Back	CRM
	Speech IVR	Surveys	Store Locator
	PBX Services	ACD	Clients
	Messaging	Chat/Presence	Collaboration
UC-ENABLED AGENTS			
QUALITY ASSURANCE	Reporting	Dashboards	Analytics
CARRIER-GRADE PLATFORM	Call Monitoring	Recording	Agent Scoring
	Scalable	On Demand	
	Secure		

## ONLINE PROVISIONING IN

UCaaS Solutions



CCaaS Solutions



Collaboration



Integrations



### 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