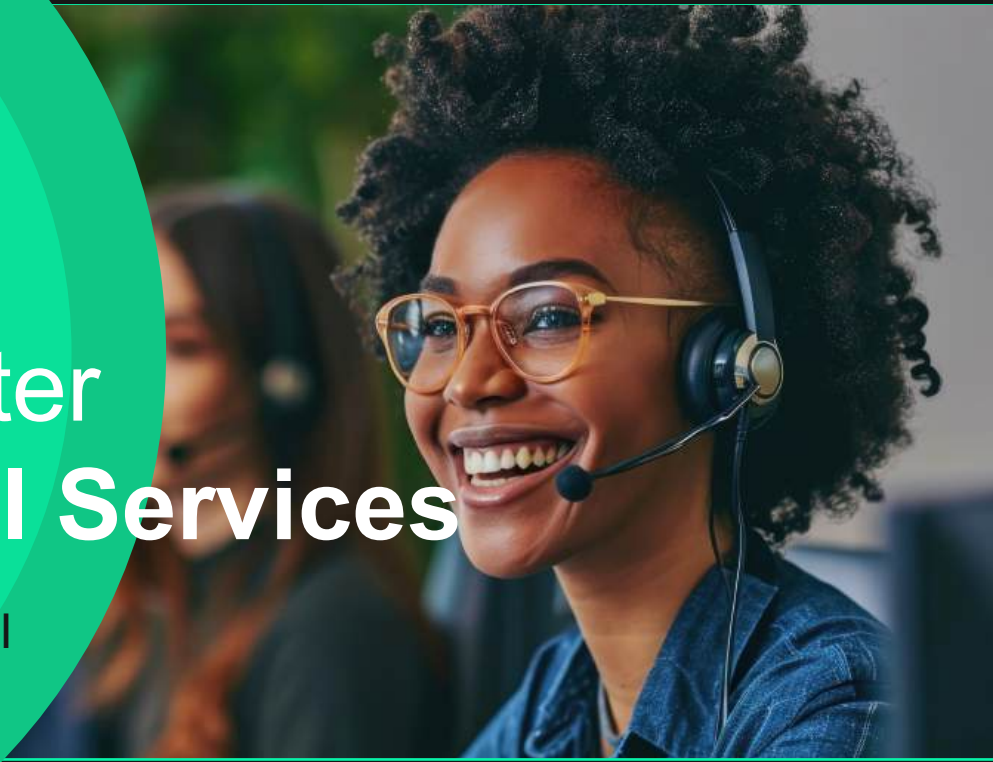# Contact Center
Professional Services

Your Trusted CCaaS & CAI
Implementation Partner

Transform Customer and Employee Experiences with CallTowers Proven Professional Services

Simplify and Accelerate Your Contact Center
Transformation

CallTower helps organizations modernize their contact centers using best-in-class Contact Center as a Service (CCaaS) and Conversational AI (CAI) platforms. With over 1,000 successful deployments, we deliver results that reduce complexity, minimize disruption, and accelerate ROI.

We're proud to partner with leading vendors—including Genesys, Five9, Kore.ai, Parloa, Emite, and Aspect—to deliver tailored solutions across CX, EX, and digital transformation initiatives.

GENESYS Five9 kore.ai

parloa emite aspect

Built on Methodology. Known for Outcomes.

Whether you require a straightforward or more complex implementation of your contact center solutions, our professional services team will be there every step, managing the entire process and guiding every phase towards successful project completion.

With more than a thousand successful projects, our foolproof implementation methodology is centered around client advocacy—where your priorities and objectives are crafted into all project milestones, collaborating at every step for a great customer experience.

Our Core Services

✓ CCaaS & CAI Implementation

Custom deployments of industry-leading platforms:

CCaaS	GENESYS	Five9

CAI	kore.ai	parloa	GENESYS	Five9

Seamless setup, optimization, and scaling of self-service and assisted service channels

✓ In-House CAI Practice

Our in-house CAI practice designs and deploys intelligent chatbots, voicebots, and Agent Assist to enhance customer and agent experiences. We deliver tailored automation that integrates seamlessly with your contact center for real results.

✓ CX & EX Optimization

We focus on improving both customer-facing and agent-facing journeys, aligning business outcomes with powerful experiences.

✓ Platform Integration
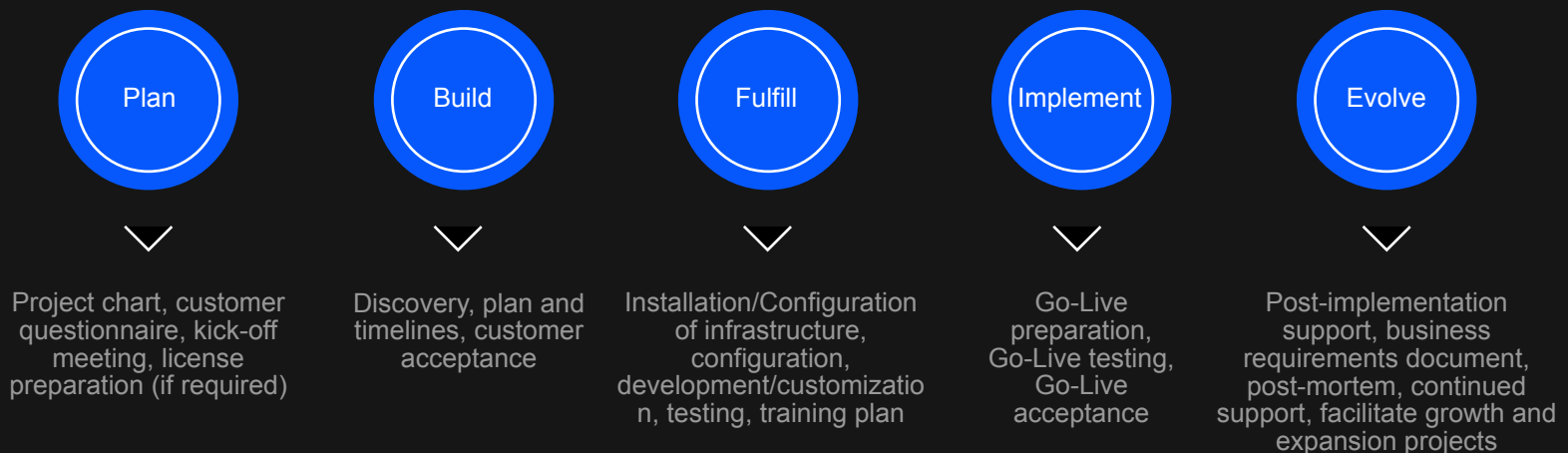
We integrate your contact center solution with:

- CRM systems
- Telephony/UC platforms
- Self-service apps and bots
- Analytics tools like Emite

Resulting in a connected, high-performance ecosystem.

✓ Workforce Management (WFM)

Streamline forecasting, scheduling, and intraday management with Aspect's advanced Workforce Management (WFM) solutions to drive operational efficiency and elevate agent performance.

Our Proven Implementation Approach

Plan	Build	Fulfill	Implement	Evolve
Project chart, customer questionnaire, kick-off meeting, license preparation (if required)	Discovery, plan and timelines, customer acceptance	Installation/Configuration of infrastructure, configuration, development/customization, testing, training plan	Go-Live preparation, Go-Live testing, Go-Live acceptance	Post-implementation support, business requirements document, post-mortem, continued support, facilitate growth and expansion projects

✔ Tailored Solutions. Real Results.

No two contact centers are the same. That's why we work with you to customize platforms, create automation, and design tools that match your specific environment and goals.

From special projects to chatbots and voicebots, we bring the technical and industry expertise to optimize every step of your operations.

✔ Security, Compliance, and Trust—Built In

Every customer interaction is rooted in trust. We build secure, compliant systems that meet strict regulatory standards and protect customer data—whether on-premises or in the cloud.

Our team collaborates closely with your internal stakeholders to ensure secure, end-to-end operations.

✔ PCI-DSS Compliance Without Compromise

We help you securely accept, process, and transmit payment data across channels—meeting PCI-DSS standards and safeguarding sensitive information.

No missed sales. No lost opportunities. Just secure, seamless customer experiences.

Client Success Stories

EPCOR

CCaaS Implementation

When EPCOR needed to move off a legacy contact center platform, CallTower delivered a seamless migration to Genesys Cloud CX. With minimal disruption and full integration, the utility provider improved operational efficiency and customer service—without missing a beat.

Read the Story >

Insurance Leader

CAI Automation

A leading insurance provider partnered with Inoria to automate claims tasks using intelligent voicebots. The result? Faster response times, reduced manual workload for agents, and a better customer journey during stressful moments.

Read the Story >

Ready to Start?

Contact CallTower to learn how our Professional Services can bring your CCaaS and CAI projects to life.

Let's Connect

www.calltower.com | sales@calltower.com | (800) 347-5444

calltower