

CONTACT CENTER SOLUTIONS

SEAMLESS INTEGRATION WITH CALLTOWER IP VOICE SERVICES TO DELIVER FULL FEATURE CONTACT CENTER SOLUTION



BLENDED CLOUD CONTACT CENTER

Get all the benefits of feature-rich, on-premise systems with none of the hassle. The Five9 Virtual Contact Center (VCC) suite gives your people the tools they need to make powerful customer connections while delivering the results your business requires.

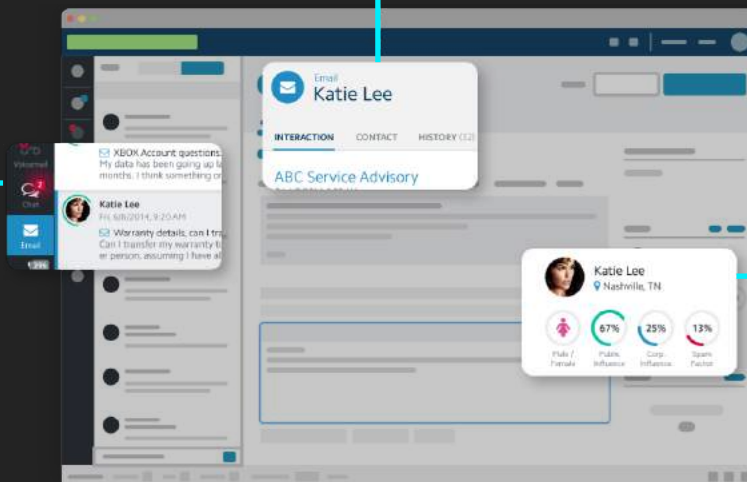
With the Five9 Blended VCC suite, you receive all the features and benefits you've come to expect from on-premise contact center infrastructure systems, with none of the complexity and long deployment times. And unlike many other cloud contact center infrastructure vendors, the Five9 VCC suite is built entirely from the ground up for the cloud.

EASY ACCESS

Everything the agent needs is accessible from one screen

IMPROVED RESPONSE RATES

Alerts notify agent when interaction requires immediate attention



CUSTOMER INSIGHTS

Everything the agent needs is accessible from one screen

FULLY-FEATURED AND COMPLETE END-TO-END CLOUD CONTACT CENTER

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.

IMPROVE YOUR NETWORK PERFORMANCE WITH...



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ABOUT CALLTOWER

Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions for growing organizations worldwide. CallTower provides, integrates and supports industry-leading, cloud-based, UCaaS and CCaaS solutions, including Cisco® HCS, Cisco® Webex, Native Microsoft® Teams Direct Routing, Microsoft® Office 365, Enterprise Hosted Skype for Business, CT Cloud Voice, CT Cloud Boost, CT Cloud Meeting powered by Zoom and Cloud Contact Center for business customers.

CallTower enhances our clients' strategic and operational capabilities by integrating VoIP service, mobile applications, email hosting, unified messaging, instant messaging, audio, web and video conferencing, collaboration tools, contact center, cloud services and global networks solutions into one reliable platform.