

# CONTACT CENTER SOLUTIONS

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

## Five9®

### 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.

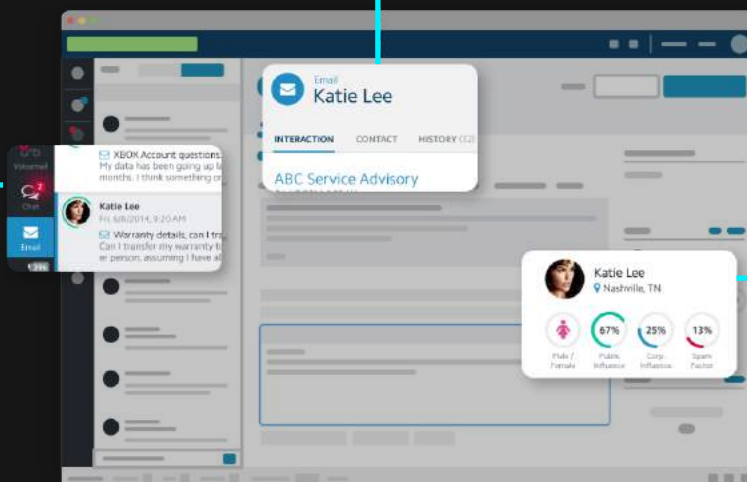
With the Five9 Blended VCC suite, you receive all the features and benefits you've come to expect from on-premise contact center infrastructure systems, with none of the complexity and long deployment times. And unlike many other cloud contact center infrastructure vendors, the Five9 VCC suite is built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



## WEBEX CONTACT CENTER

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.

### Native cloud:

Designed and built as a cloud solution for security, unlimited visibility, flexibility, and scalability.

### Omni-channel:

All your customer interactions – voice, email, and chat– in a unified environment for a seamless experience.

### 360° customer journey analytics:

Tracks and analyzes the customer experience through the entire lifecycle across all channels.

### Predictive analytics-based routing:

Predicts customer need based on their stage of the customer journey and match them with the best available agent for that need.

### Expert collaboration and communications:

On-demand voice and chat collaboration with other agents, managers, and subject matter experts.

### CRM integrations:

Uses your CRM data to determine routing, in addition to screen pops.

### WFO suite:

Dynamic scheduling with agent participation, quality management, and “voice of the customer” insights through speech, text, and desktop analytics.

### Outbound campaigns:

Preview and progressive dialing and management.

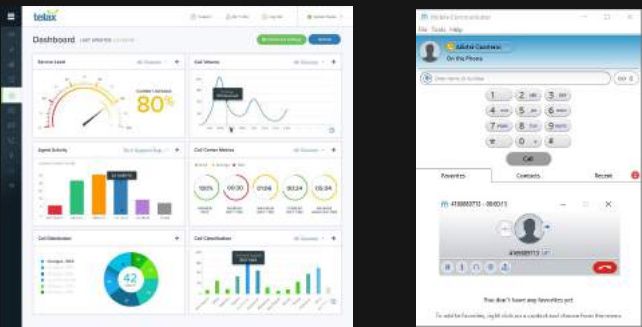
## Cisco Webex Contact Center features and options

Whether you are a small business setting up your first call center, a medium-sized or multi-site contact center, or anything in between, the Cisco Webex Contact Center has what you need.

Webex Contact Center is available in two agent types that can be combined per the selected agent model.

# 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.



## 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.**

**Let's Connect**