calltower

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
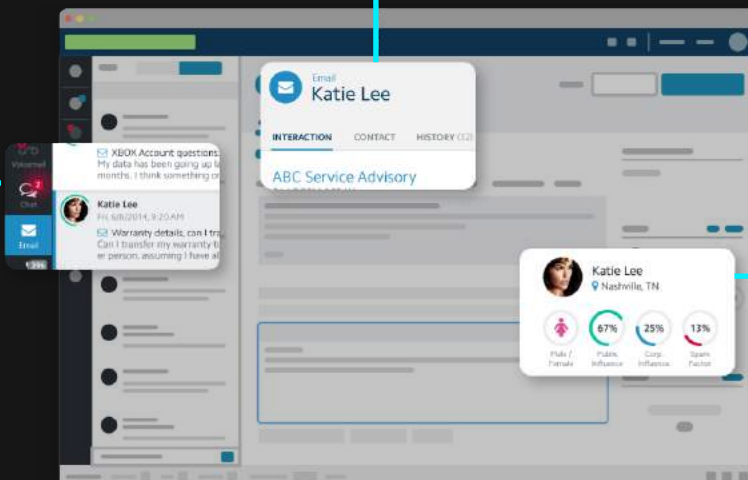
CUSTOMER INSIGHTS
Everything the agent needs is accessible from one screen

Solgari

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.
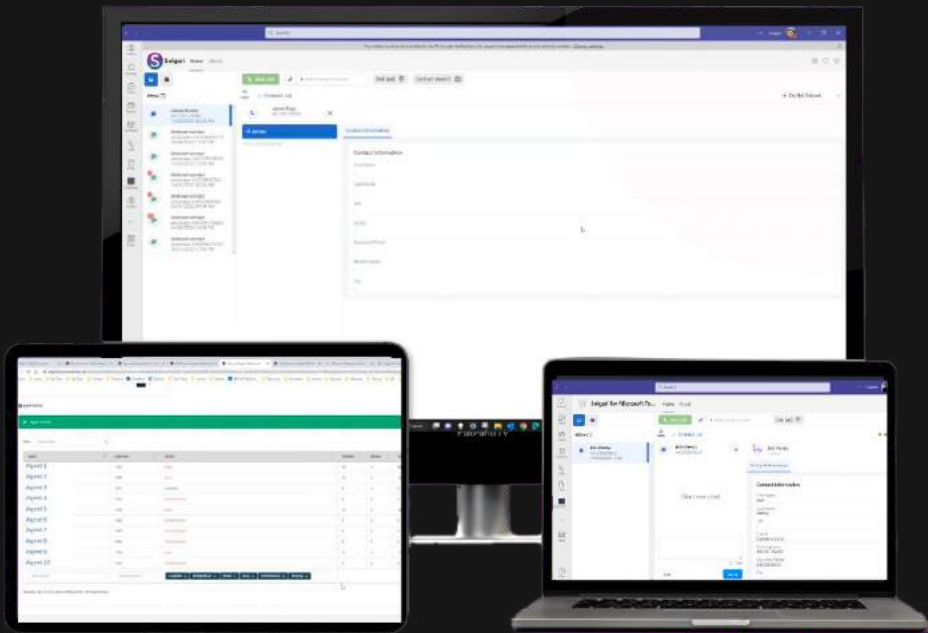
Offer customers all MS Teams channels

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

Transform first-contact resolution

Frictionless buying experience

Connect & Go

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.
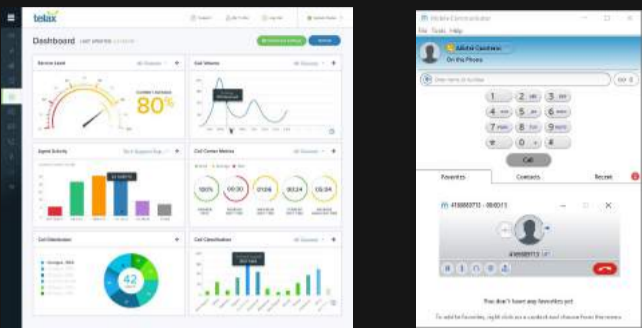
FRESH, DYNAMIC AND USER FRIENDLY

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

Since its inception in 2002, CallTower has evolved into a global cloud-based, enterprise-class Unified Communications, Contact Center and Collaboration solutions provider for growing organizations worldwide.

CallTower provides, integrates and supports industry-leading solutions, including Operator Connect Microsoft® Teams, Teams Direct Routing, GCC High Teams Direct Routing, Office 365, Cisco® Webex Calling, Cisco® CCPP, Zoom (BYOC), Zoom Phone, CT Cloud UCaaS and four contact center options, including Five9 for business customers.

Let's Connect