

# CALLTOWER'S PORTFOLIO



**STAY CONNECTED.**  
STAY AHEAD.

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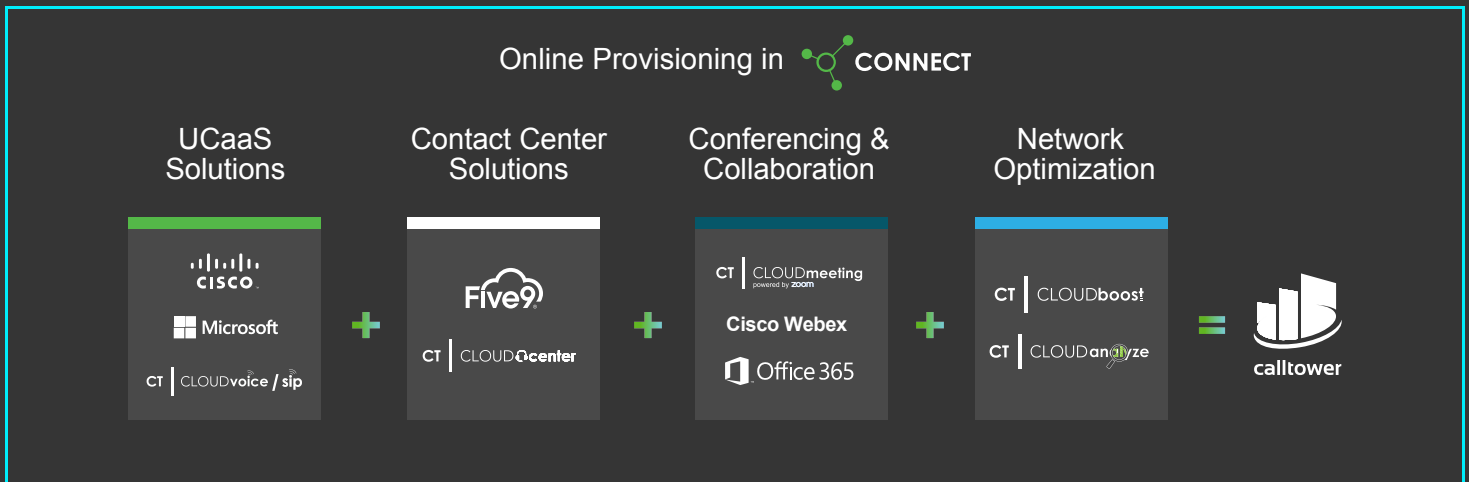
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With the evolution of the telecom industry, CallTower has expanded into a hosted unified communications and collaboration solution provider; changing the way people communicate around the world.

**Our mission is to enable people to easily connect and get work done.**



The support and patronage of our customers inspires us to exceed expectations. CallTower exists to enable people to easily connect to transact business communications. Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications and Contact Center solutions for growing organizations worldwide.

CallTower provides, integrates and supports industry-leading, cloud-based, UCaaS, CCaaS and Collaboration solutions, including Native Microsoft® Teams Direct Routing, Hosted Skype for Business, Office 365, Cisco® HCS, Webex, CT Cloud, Webex Meetings, CT Cloud Meeting powered by Zoom, and Cloud Contact Center for business customers.

Our unmatched implementation and support teams have deployed and supported thousands of users, enabling solutions around the corner and across the globe. All projects receive a designated product manager who secures a seamless implementation and training success plan.

**CallTower has expanded its reach to over 75 countries.**

# ENTERPRISE QUALITY - FEATURE RICH SOLUTIONS

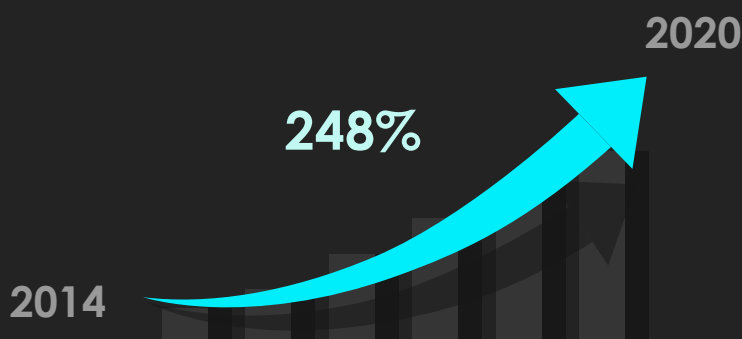


CallTower ensures that businesses reach their full communication potential and stay competitive, with the most advanced capabilities in today's changing market climate. With easy-to-use business communication technology tools that support mobility, messaging, conferencing and presence management. We enhance strategic and business operational capabilities by integrating only the best unified communications suite of products. All CallTower solutions are easily provisioned in the online portal, Connect.

## UC SOLUTIONS CENTER

We are here to help! CallTower's support experts are available 24/7/365 via, phone, email and chat or go to [www.uc.solutions](http://www.uc.solutions) to receive an array of helpful tips giving a better understanding of how to get the most out of your CallTower services and features.

## CALLTOWER'S REVENUE GROWTH



To replace our current system would have been \$300,000 CapEx plus we were spending \$25,000 monthly on calling plans. With CallTower, we invest \$15,000 on our monthly recurring license model."

- Anthony Lopez, Tourneau Senior  
Director of Technology

# CALLTOWER SOLUTIONS

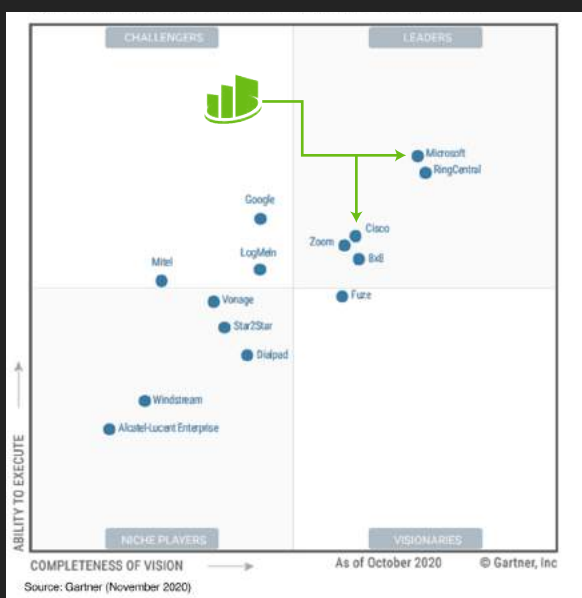


- Partners since 2008
- Microsoft Gold Partner
- Certified SPLA Partner
- Cloud Service Provider since 2014
- Running Skype for Business server 2019
- Native Teams Direct Routing
- Top 100 CSP Growth partner for five - years running.

- Meta switch
- Hosted PBX UC
- SIP-Trunking
- Class5 Telco Switching
- Geo Redundant & Carrier Grade
- Key integrations
- CT Cloud Meeting powered by Zoom

- Partners since 2002
- Cisco Premier Partner
  - Certified Advance Collaboration Architecture Specialized Partner
  - Operating HCS version 12.5?
- First to deploy CUCM in a private cloud
  - Running CUCM version 10.5
- Contact center integrations since 2010
- Cisco certifications held: CCENT, CCNA/CCDA, CCDP/CCNP

GARTNER MAGIC QUADRANT FOR UNIFIED COMMUNICATIONS AS A SERVICE – NOV 2020



Microsoft Teams has become the new way to work for over 115 million daily users who come together every day to meet, call, chat, and collaborate.

GARTNER MAGIC QUADRANT FOR MEETING SOLUTIONS – OCT 2020



Calling is a great way to connect with customers and colleagues, to build rapport and restore the ad hoc collaboration that often comes from meeting each other in the hallways or offices.



# **UCAAS AND PBX SOLUTIONS**

## NATIVE OFFICE 365 MICROSOFT TEAMS EXPERIENCE

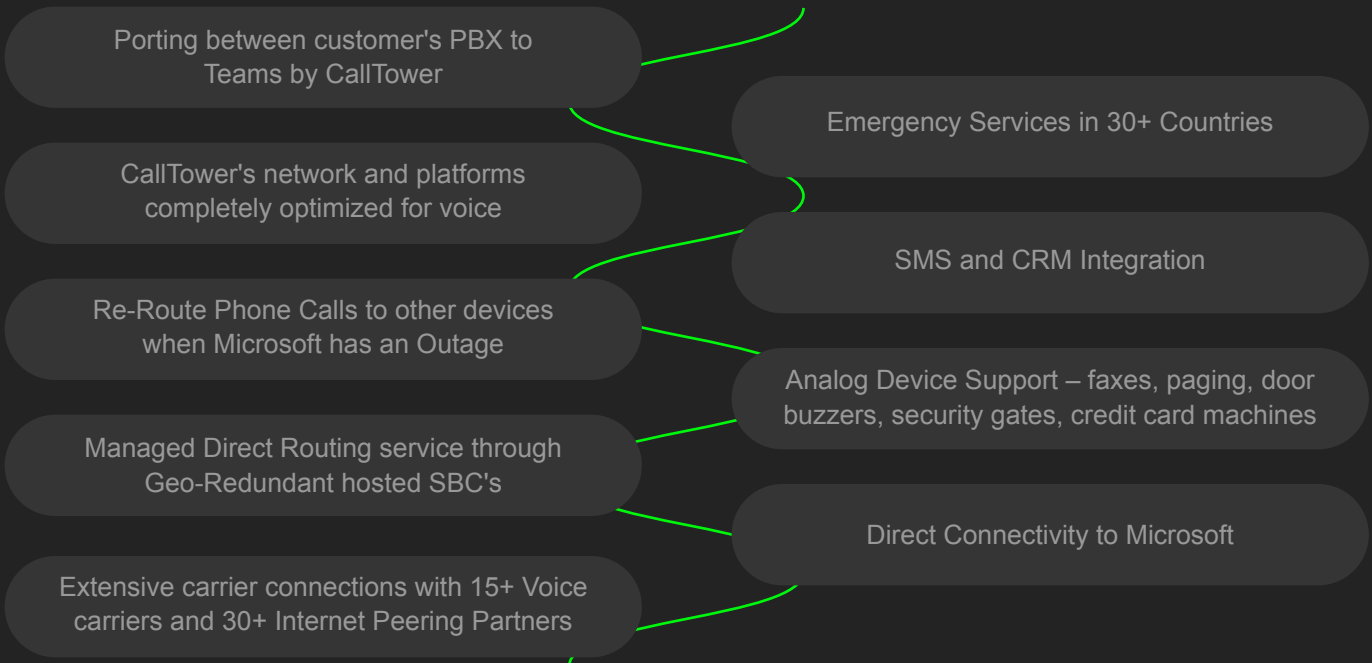


CallTower was the first solution provider to deliver a Native Office 365 Microsoft Teams experience with global calling plans empowered by a 24/7/365 US-based client services team. This solution ensures a personalized implementation, adoption, training and support strategy.

As a *Microsoft Gold Partner*, CallTower's monitoring, and management services provide the highest quality user experience. The Microsoft Teams Phone System powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Direct Routing.

CallTower delivers missing key Microsoft Teams UCaaS feature gaps and functionality that is not available through other providers. CallTower's Direct Routing ensures the ability to leverage preferred rates and unlocks the full potential of a Microsoft Teams Phone System.

## WHY CALLTOWER'S FOR TEAMS?



CallTower made the transition to Teams Direct Routing Phone System seamless for our users. By performing all the necessary setup in Office 365 prior to, and at the time of, the migration, and conducting training sessions for our users, they provided a real turnkey solution for our new phone system.”

- *Allen Press, System Administrator Supervisor, Richard Wilhite*

## MICROSOFT TEAMS DIRECT ROUTING FOR GCC HIGH



CALLTOWER IS THE **ONLY** PROVIDER THAT ENABLES TEAMS AUDIO ON GCC HIGH

GCC High is the dedicated Office 365 cloud configured to meet the unique and evolving requirements of contractors holding or processing DoD controlled unclassified information (CUI) or subject to International Traffic in Arms Regulations (ITAR). CallTower is currently the only provider that enables voice in GCC High.

## CALLTOWER IS HOSTED SKYPE FOR BUSINESS IN A PRIVATE CLOUD ENVIRONMENT

Microsoft Unified Communications vision is simple, “to bridge the gap between telephones and computers.” Microsoft integrates telephone-based tasks such as phone calls, voicemail and conferencing with computer-based tasks such as documentation, spreadsheets, instant messaging, email and calendars. It’s streamlined and highly scalable. CallTower is native Skype – Not a resell or plug in like 99% of our competitors. CallTower is supporting hosted SfB through 2025.



CallTower is radically different from the mass of Broadsoft based quotes we received. No other carrier out there are providing native integrations with Microsoft the way CallTower does.

- *Christine Cahill, Land Home Financial Services, Telecom Project Coordinator*

## ADVANTAGES OF CALLTOWER’S HOSTED SKYPE FOR BUSINESS SUPPORTED IN THE PRIVATE CLOUD THROUGH 2025

RM, Contact Center & UCaaS Interoperability Integration

Device Management & Support

Faxing, Credit Card Machines

Paging, Door Buzzers, Overhead Paging

Receptionist Console

Project Managed DID Porting



When Microsoft announced that they were becoming a voice over IP solutions provider we felt that that was a natural choice. We went through three pilots hosting Skype for Business VoIP with Microsoft being the cloud host provider. The pilots went great and quality of sound seemed to be mostly good. We found that we really needed a solution that included 24/7/365 US-based support.

- *Howie Piersma, Pepper Construction, VP of IT*





## LEVERAGE YOUR BUSINESS WITH HOSTED CISCO SOLUTIONS

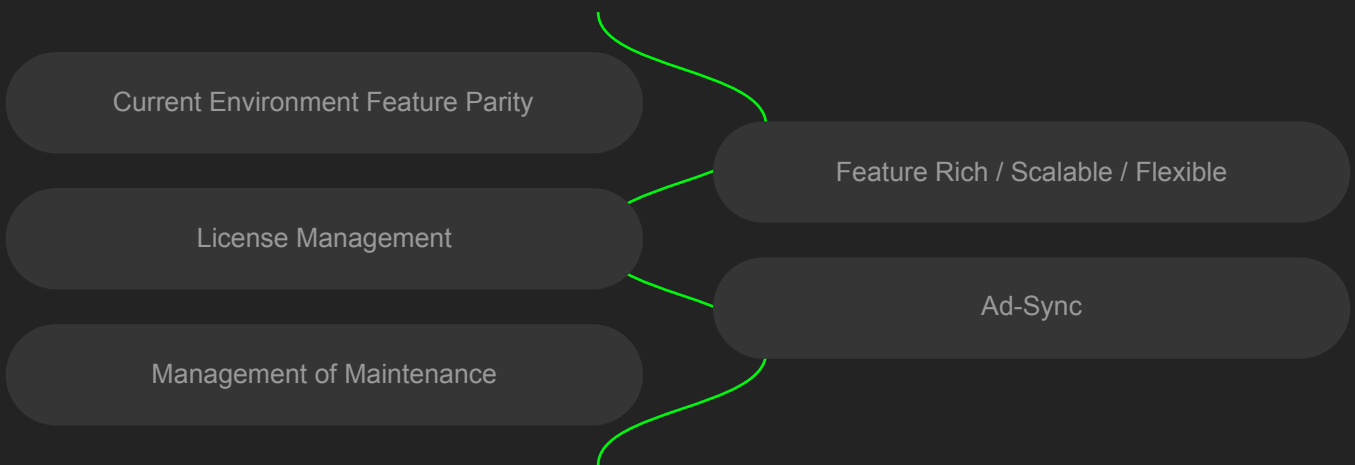
As organizations become more complex their employees need smarter and better ways to collaborate. CallTower's Cisco Solutions connect people, information and their teams – and it is the most secure IP telephone system available. This solution provides the ultimate in unified communications and collaboration capabilities with easy-to-use business communication technology tools that support mobility, messaging, conferencing and presence management. CallTower's Cisco solutions deliver a seamless user experience with high-quality, scalable web and video capabilities.



CallTower was a perfect fit to solve the challenges that Paper Source faced with their current solution. With the complexity of security, limited IT resources and multiple locations required, CallTower streamlined communications with a secure, high-quality, easy to use communication solution while cutting ever-growing telecommunications costs.

– CDW's Aggregation, Infrastructure & Managed Services Team Lead - Ed Wu

## THE CALLTOWER ADVANTAGE



Cisco HCS allows collaboration from pocket devices to the boardroom so users can work with teams across their organization and beyond, on any device, wherever they are. Cisco HCS, this solution offers compelling, innovative Cisco collaboration technology through the power of the cloud delivering comprehensive collaboration-as-a-service. The basic capabilities and benefits of this robust offering include corporate telephony, unified communications and conferencing.



# CALLTOWER'S CISCO WEBEX WITH HCS CALLING

Teamwork isn't just about meetings. Meet the all-in-one space where you can



MESSAGE



CREATE



SHARE

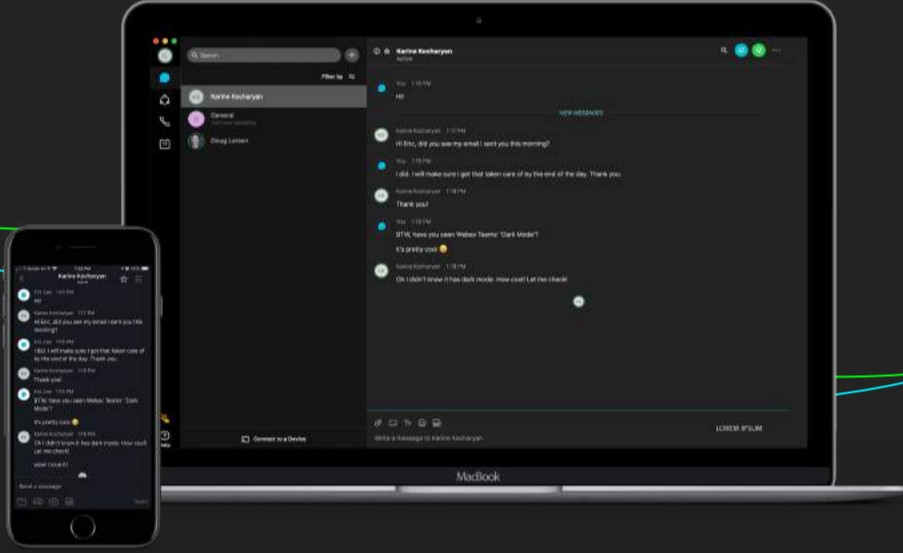


GET WORK DONE



TOGETHER

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 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.



## CISCO WEBEX INTEGRATIONS WITH CALLTOWER

Integrate with your existing go-to apps

Productivity tools

Project management apps

Incident management systems

Sales, marketing and social

Improve time management and work smarter with applications like Microsoft Office 365, GoogleCloud, Box, and Smartsheet.

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.

Increase work efficiency in managing projects and tasks with project management tools like Jira, Asana, and Trello.

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

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

Developer tools - Make your development cycles faster and easier with repository management, code reviews, and issue tracking with GitHub, Jenkins, Azure, and Jira.

## GREAT FEATURES AND ROCK-SOLID STABILITY

For business customers, managing communications and increasing productivity in today's dynamic, distributed, mobile economy is extremely challenging. With CT Cloud Voice, network operators can support customers of any size to meet these challenges by quickly and reliably delivering feature-rich, high-quality, and secure business communications solutions.



### FEATURES



HD Voice and Video Calling



Identical calling features and caller ID on all devices



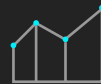
SMS texting with file sharing and presence



Applications for Windows, MacOS, iOS and Android

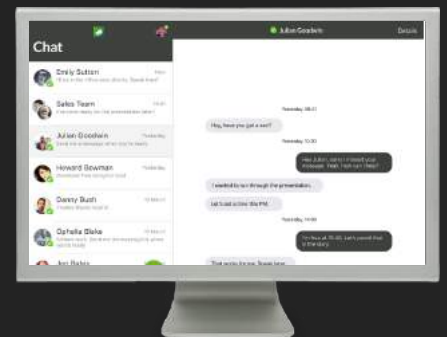


Powerful pre-call and in-call control features



Unique network management tools and analytics

- View missed calls
- Listen to voicemail messages
- Manage your contacts
- Set up rules to route your calls
- Configure Voicemail to Email and Voicemail notification
- Perform many other functions



## CT CLOUD COMMUNICATOR

CT Cloud Communicator is a powerful UC application that enables carriers to extend their business telephony services directly to an end user's laptop, desktop or portable device or handset. These endpoints present the actual calling features, dial plans and outgoing caller ID of the twinned office phone. CT Cloud Communicator is ideal for remote workers and mobile workers who are increasingly bringing their own devices (BYOD).

## POLY SOLUTIONS

Poly and Microsoft make your Microsoft Teams and Skype for Business meetings work. In the office, at home or on the go, Poly delivers the broadest set of voice devices designed specifically for ease of use with Microsoft Teams and Skype for Business. Poly voice solutions and devices feature a familiar Microsoft layout and workflow with industry-leading Poly NoiseBlock technology.

### DESKTOP PHONES

Poly and Microsoft make your Microsoft Teams and Skype for Business meetings work with voice devices that are easy to use and manage.



### CONFERENCE & SPEAKER PHONES

From huddle rooms to conference rooms or on the go, Poly's voice solutions make conference calls in Microsoft Teams or Skype for Business seem as natural as being in the same room.



### HEADSETS & PERSONAL SPEAKERPHONES

Poly's high-quality headsets, speakerphones and software work seamlessly with Microsoft Teams and Skype for Business and are designed to be flexible to enable your teams to connect simply.



### VIDEO DEVICES

Help your team collaborate from anywhere. Poly's HD video conferencing equipment helps you catch every nuance and get more done. Make every meeting count and reduce operational costs.



## YEALINK DEVICES

Yealink is a global brand that specializes in video conferencing, voice communications and collaboration solutions with best-in-class quality, innovative technology and user-friendly experience. As one of the best providers in more than 140 countries and regions, Yealink ranks No.1 in the global market share of SIP phone shipments (Global IP Desktop Phone Growth Excellence Leadership Award Report, Frost & Sullivan, 2019).

### DESKTOP PHONES

With the Yealink Business Phones, you can help your business benefit from the advanced telephony features, next-generation communication experience and great flexibility, and eventually unleash the power of remote collaboration and maximize the ROI.



### CONFERENCE & SPEAKER PHONES

Yealink's enterprise-grade conference and speakers set new standards for sound quality and immerses conference participants in every discussion.



### HEADSETS & PERSONAL SPEAKERPHONES

Yealink's headset are especially designed for Unified Communication, office, and call center professionals, featuring high-quality audio, exceptional wearing comfort, proven integration of Yealink IP phone and device management platform, ensures your every conversation a great experience.





# **CONTACT CENTER**

## FULL-FEATURED, POWERFUL, AND COMPLETE

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.



### DATA CENTER

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16



### CALL CENTER QUEUES

- Call center queue management & virtual queuing
- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back & click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/email alerts



### CALL CENTER GROUP

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service



### QUALITY MANAGEMENT

- Call recording (with agent notes)
- Screen recording with playback
- Live monitor, whisper, barge-in
- Agent & web chat logs
- Agent coaching & evaluation



### WORKFORCE MANAGEMENT

- Forecasting & scheduling
- Schedule optimization
- Vacation automation & shift-trade portal
- Real-time adherence view & reporting



### REPORTING & ANALYTICS

- Real-time stat display & bulletin board
- Real-time graphical dashboard Custom agent activities
- Custom multi-level dispositions
- Detailed call & agent statistics
- Scheduled reports
- Customized contact center reports



## ALL THE FEATURES, NONE OF THE HASSLE

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.

**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

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. They have been enhancing the platform for over 12 years, so you can take advantage of a mature product with a rich feature set.

## ADVANCED INTEGRATIONS

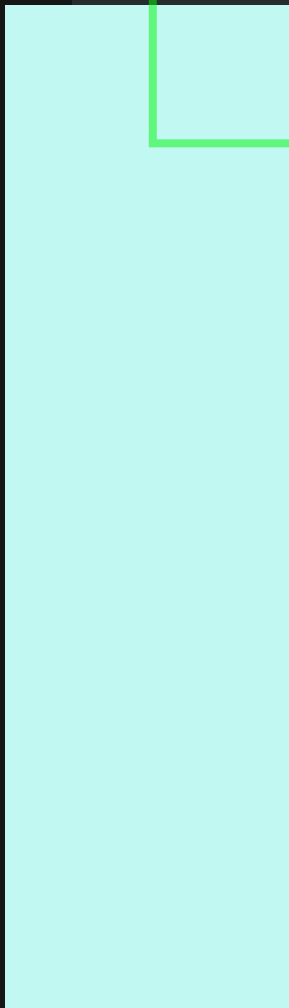
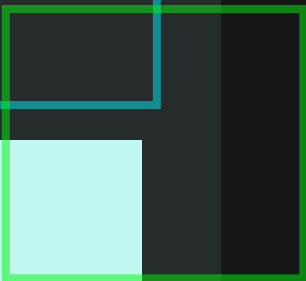
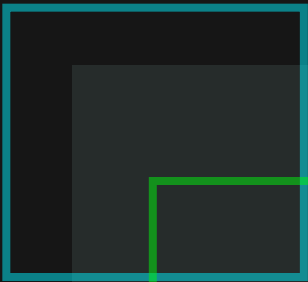
Five9 is the market leader in cloud computing for contact centers, with more than 300 cloud-based integrations seamlessly incorporated into our Virtual Contact Center (VCC) platform.

With this open platform in the cloud, your enterprise has a complete migration path for your contact center. You can take advantage of all the robust functionality you expect from a full-featured, sophisticated contact center plus have built-in integration capabilities for the in-house applications you need.

### INTEGRATION CAPABILITIES INCLUDE:

- Native Microsoft Teams Integration
- Web Connectors
- Cloud API's
- CRM Integrations





# VIDEO CONFERENCING

## CT CLOUD MEETINGS POWERED BY ZOOM

CT Cloud Meeting powered by Zoom is a cloud video conferencing and collaboration solution for desktop and mobile. Start or join a meeting with crystal-clear, face-to-face video, high quality screen sharing, and instant messaging

## A COMPLETE SOLUTION FOR WEB & VIDEO CONFERENCING

Fully integrated Cloud Voice UC collaboration to 500 attendees

Standalone web & video conferencing to 500 attendees

Full-feature webinars

Low cost conference room systems

H.323 & SIP room connectors



## GET WORK DONE IN ONLINE MEETINGS MADE EASY WITH HIGH QUALITY VIDEO & AUDIO CONFERENCING

100 interactive video participants (add-ons for larger meetings available up to 500)

Participants join from mobile, tablet, desktop, H.323/SIP room systems, telephone, and Zoom Rooms

Audio options for attendees

Share any content, including video clips with audio

Simultaneous screen sharing

Personal meeting URL

Record your meetings – local MP4

Mobile apps that allow you to schedule, start, or join a meeting – even present content from your phone or tablet

Completely secure with end-to-end encryption

## ONE-STOP-SHOP TO COMPLETE YOUR SOLUTION

CallTower provides the service, manages the network upgrades and integrates the technology and applications into your business with around-the-clock monitoring by our Network Operations Centers. With a robust global network offering redundant connections through leading providers, CallTower can connect to almost any place at any time. We also provide Multi-Protocol Label Switching (MPLS), dedicated lines and global Session Initiated Protocol (SIP) Trunking all with 24x7x365 monitored services to ensure maximum uptime and available dynamic application failover.



## CISCO WEBEX MEETINGS

Webex Meetings by CallTower enables online meetings with a strong feature set, designed for productivity and efficiency. With the ability to share documents, presentations, and applications via integrated audio and video, conducting regular meetings among dispersed staff members becomes simple.

Webex Meetings by CallTower also creates a great space to host meetings and creative sessions with external guests like partners, customers, vendors or experts.



## FEATURES AND BENEFITS



### Simplicity from any device

Schedule and start web meetings from your browser, desktop/mobile app, or video device. Exceptional audio, video, and content sharing, including from digital white boards. No downloads or plug-ins. Just one big green button to push to easily start your meeting.

### Award-winning, reliable video

Build relationships and trust with lifelike video. Learn more about meeting participants with People Insights for Webex Meetings by CallTower. Ensure fast and reliable video anywhere you are with the help of our global data centers.

### Meet with intelligence

Your Webex Meetings by CallTower mobile app automatically connects to your video device when you enter the room so you can join your virtual meetings in a snap. Experience fewer interruptions with background noise detection and mute suggestion. Share wirelessly from your desktop app. After the meeting, automatically receive recording transcriptions.

### Industry-leading security

Lock your personal room and keep your discussions protected end-to-end. Industry-leading, multi-layer security gives you peace of mind without compromising user experience.



# **PRODUCTIVITY TOOLS**

## OFFICE 365 SUITE OF PRODUCTS YOU KNOW AND USE

With Microsoft Office 365, powered by CallTower, you can work faster, find exciting new ways to communicate, build deeper insights, and share information using your favorite devices. Simply put, you will have business tools that work as hard as you do. Microsoft Office 365 provides a cost-effective, cloud-based solution that keeps your data, services, and applications secure. Adding telephony and conferencing to your Office 365 license delivers an additional layer of cost savings. It brings enterprise-grade services to organizations of all sizes, from online meetings to collaboration to sharing documents to business-class email.

Why get your Office 365 licensing from CallTower? We handle the move of voice to our Native Microsoft Teams Direct Routing and Hosted SfB with our Certified Engineers in Microsoft Voice networking and PSTN connectivity. CallTower can be your single point of contact for Office 365 and Voice, plus seamless license migration.

### WHY GET YOUR OFFICE 365 LICENSING FROM CALLTOWER?

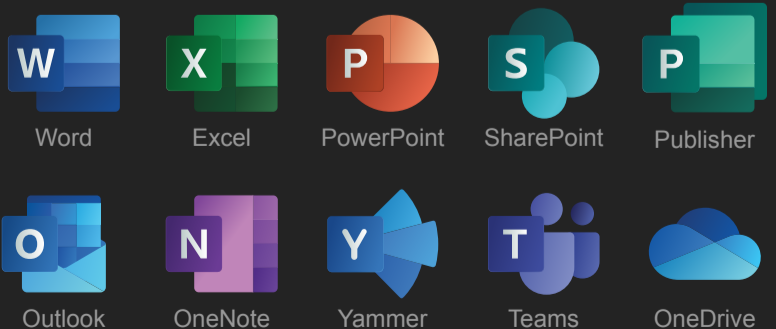
- We handle the move of voice from any PBX to Microsoft Teams
- Use CallTower Connect to manage users' Teams voice integration
- Certified Engineers in Microsoft Voice networking and PSTN connectivity
- Single point of contact for Office 365 and Voice
- Managed voice migration to Teams
- Seamless license migration

### OFFICE 365 SUPPORT SERVICE LEVEL AGREEMENT 24/7/365 US-BASED SUPPORT

ISSUE PRIORITY	CALLTOWER RESPONSE	TIME MICROSOFT RESPONSE TIME
Critical P1	15 Minutes	1 Hour
High P2	30 Minutes	4 Hours
Non-Critical P3	4 Hours	No commitment
Non-Critical P4	1 Business Day	No commitment

### WE PROVIDE DESIGN AND MIGRATION SUPPORT

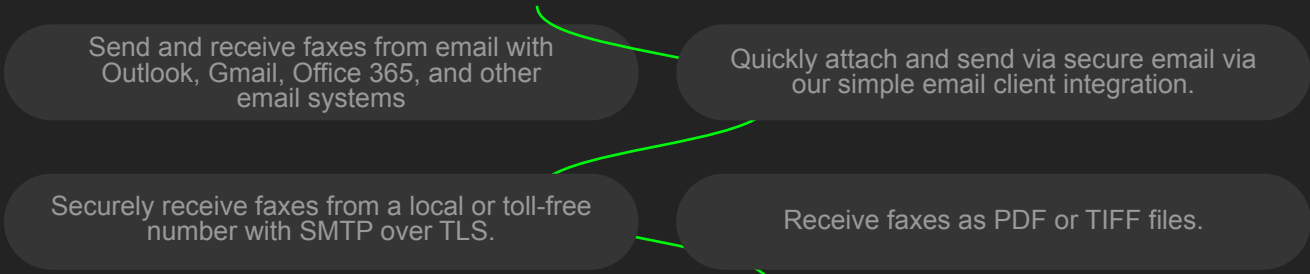
- Migration Active Directory (AD)
- Email Domain
- Consolidation of Multiple Domains
- Project Management



## CT CLOUD FAX

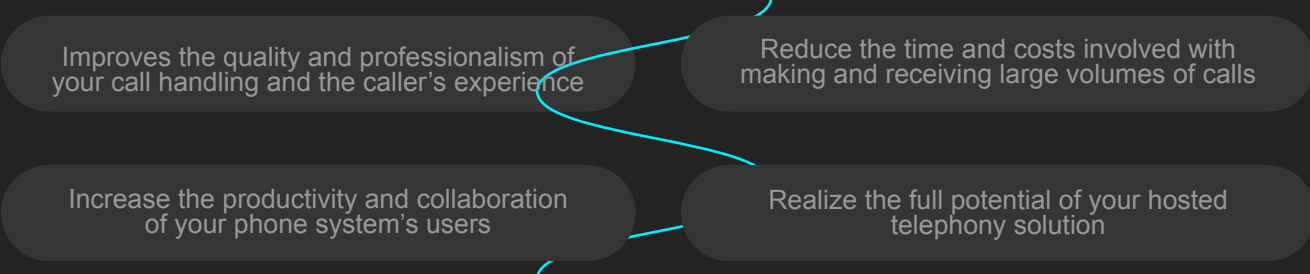
With CT Cloud Fax and CT Cloud Fax Complete solutions, you can send and receive faxes within Outlook, Gmail, Apple Mail and many other email systems. Customers can choose between DID numbers, Toll free numbers, unlimited inbound or unlimited inbound + outbound. Faxing is as easy as attaching a document to your email and clicking send; no dedicated fax lines and no additional hardware.

### CT CLOUD FAX BENEFITS:



## CT CLOUD UNITE

CT Cloud Unite provides integration to an unprecedented range of business and contact-oriented applications, offering a standard set of integration features with a huge range of popular cross-vertical and vertical-specific applications.



## CT CLOUD RECORDING

The process of evaluating all business practices and customer service levels to ensure that customers are receiving the best quality experience is crucial. Evaluating agent performance and enforcing defined quality standards for interactions are key to this effort.

With CT Cloud Recording you are able to identify customer needs and expectations, and identify training needs for your team.

In a UCaaS environment, there are many occasions that recording is of great value or simply required. With CT Cloud Recording you are able to record calls on-demand, or automatically from a single platform.



# **NETWORK SOLUTIONS**

## LOWER COST, MORE FLEXIBILITY

CT Cloud SIP Trunks provide one concurrent call and includes inbound usage. With features such as E911, directory listing and caller name. Our SIP DID Packages combine the most popular SIP features and provide concurrent calls equal to twice the number of DIDs.

### E911 NOTIFICATIONS

Provides an extra level of safety and protection by notifying people in your organization via phone and email when someone makes a 911 call

### PHONE SYSTEM CO-LOCATION

Co-locate your phone system in our data center for security and business continuity. Co-location also puts your phone system right where your SIP services are, so there's less latency and better voice quality.

### AUTO-ATTENDANT FOR FAIL-OVER

Should your phone system fail, you can fail over to our auto-attendant in the Cloud to provide uninterrupted service to your callers.

### SIP EDGE ROUTER

Our SIP edge routers reserve bandwidth for voice so call quality is maintained even when bandwidth utilization exceeds available capacity

### ADVANCED CALL FORWARDING

### CALL SCREENING CAPABILITY



## FULLY REDUNDANT ARCHITECTURE

CT Cloud Boost brings results by connecting data centers directly to the domestic network backbone and POPs of carriers. Customer traffic hops on this advanced network at the closest POP, delivering a fully redundant architecture. This connection makes the CT Cloud Boost solution among the most easily implemented and provides top-tier Internet performance and uptime.

### CT CLOUD BOOST IS BETTER THAN OTHER OPTIONS FOR:



Internet Failover and Optimization



Thousands of cloud-based apps including Office 365 and CRMs



Load Balancing and Quality of Service (QoS)



Site-to-Site VPN Foundation

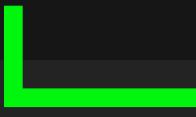
## CT CLOUD BOOST VS MPLS & PUBLIC INTERNET

### CT CLOUD BOOST

- Improved Internet redundancy and reliability
- Deployed within days
- Strengthened connectivity to your critical cloud applications
- More reliable network stability = Happy Users

### MPLS & PUBLIC INTERNET

- Public Internet has lower bandwidth options
- MPLS can range anywhere from 60 to 120+ days to deploy
- Public Internet delivers a sub-par collaborative experience



## CT CLOUD ANALYZE

CT Cloud Analyze empowers customers to maximize the potential of any unified communications solution. CallTower’s CT Cloud Analyze hardware enables a full UC monitoring system to ensure your solutions are running smoothly.

CT Cloud Analyze is a remote sensor, and it’s placed in the customer’s network where a phone or Softphone enabled computer would sit – this differentiates it from other monitoring devices which only test the router or internet connection. The sensor connects to the network over Wifi or can be plugged directly into a switch port. Simulated voice traffic is sent to the sensor every 30 seconds and mirrored back to the monitoring server in CallTower’s data center. This gives CT Cloud Analyze real-time and historical QOS data, available for the user in the dashboard. Alerts can be configured for any detected problems.

## CT CLOUD ANALYTICS COMES IN THREE DISTINCT FLAVORS:

### BRONZE

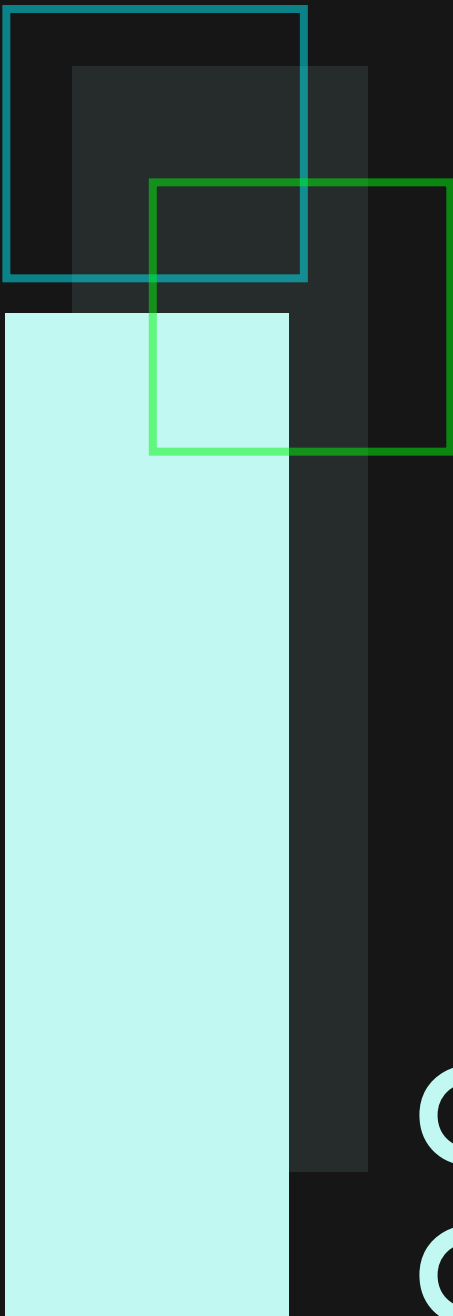
- Tests the quality of user connection back to CallTower
- Uses simulated voice traffic to report on meaningful statistics for voice and video: packet loss, latency, jitter, and MOS score
- Sets up easily - in most networks, it's plug-in-and-play
- Creates Dashboard with real time and historical data
- Enables email alerting systems
- Oversees multiple sensors and sites from a single LogOn

### SILVER

- Adds additional interface for network troubleshooting (requires mirror or SPAN port on network switch)
- Allows CT Support to gather troubleshooting data directly from user network, which helps minimize support time for local network or device issues
- Can collect real time information for troubleshooting specific calls or devices, rather than monitoring the quality of connection between the user and CallTower
- *NOTE: CallTower recommends connecting this device and reconfiguring any customer network equipment in a maintenance window outside of normal business hours*

### GOLD

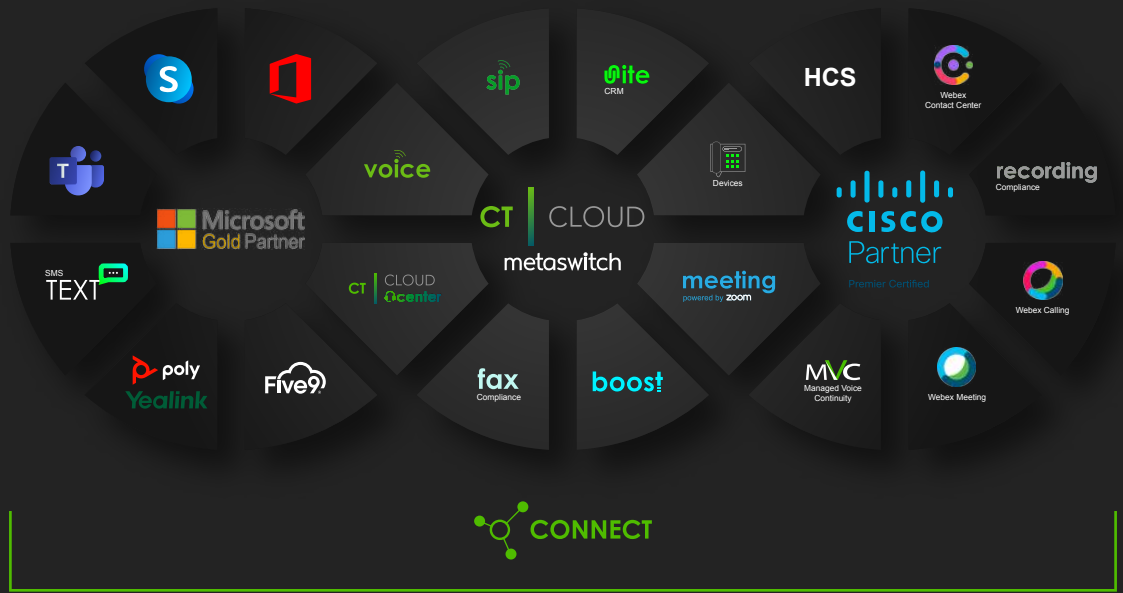
- Adds network tap to connect between a problematic device and the network
- Allows gathering of troubleshooting data without mirror or SPAN capable switch, without network reconfiguration
- Can collect real time information for troubleshooting specific calls or devices, rather than monitoring the quality of connection between the user and CallTower
- *NOTE: CallTower recommends connecting this device and reconfiguring any customer network equipment in a maintenance window outside of normal business hours*



# CALLTOWER CONNECT

## THE UNIFIER IN UNIFIED COMMUNICATIONS

CallTower Connect simplifies the set-up and management of CallTower services facilitated within one easy to use web or mobile application. Manage Cisco, Native Skype for Business, Microsoft Teams, and CT Cloud solutions interchangeably by user based within a location. CallTower Connect is the unifier in unified communications.



## EASE THE LOAD

Corporate administrators' workload will decrease as users gain access to a simplified panel where quick changes can be made without a call to support.



## POWER IN PERSONALIZATION



### UC ANALYTICS

UC Analytics seamlessly provides you with granular details through CallTower Connect. You can dive into IM/Presence reporting, activity by medium and meeting type, as well as build and schedule your own reports based on your business requirements.



### MACD move, add, change, delete

Administrators have the power to move, add, change or delete CallTower hosted services such as Cisco, Microsoft and CT Cloud Solutions



### AD SYNC

Active Directory (AD) Sync allows you to synchronize multiple AD servers at different locations and even across multiple server forests. AD sync is on a per-company basis, but a company with many locations can have a "one-to-many" relationship with AD servers.



### PASSWORD SYNC

Synchronize your local Active Directory passwords to CallTower's products and applications, such as CallTower Connect, Skype for Business, Jabber, Office 365, etc



### HUNT GROUPS

Easily distribute phone calls from a single telephone number to a group of several phone lines



### AUTO ATTENDANTS

Transfer incoming calls to various extensions as specified by callers, without the intervention of a human operator. Route calls to landline phones, mobile phones, VoIP devices, extensions and recordings, as well as another auto attendant.

## THANK YOU FOR YOUR INTEREST IN CALLTOWER!

To learn a little more about us, please visit our site at [www.calltower.com](http://www.calltower.com).

Let's Connect

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