



# Customer Enablement

Empowering Customers Through Comprehensive Support Services





## ESTABLISHED

Providing communication solutions since 2002 and significantly expanded capability in 2014 to deliver multiple best-of-breed solutions.



## PROVEN

85+ Countries, 15 Data Centers, managing over 1M+ users globally.



## PROPRIETARY DELIVERY PLATFORM

Internally developed, fully proprietary technology to quote, deploy, integrate, and manage over 25 best-of-breed solutions and features.



## COVERAGE, IMPLEMENTATION AND SUPPORT

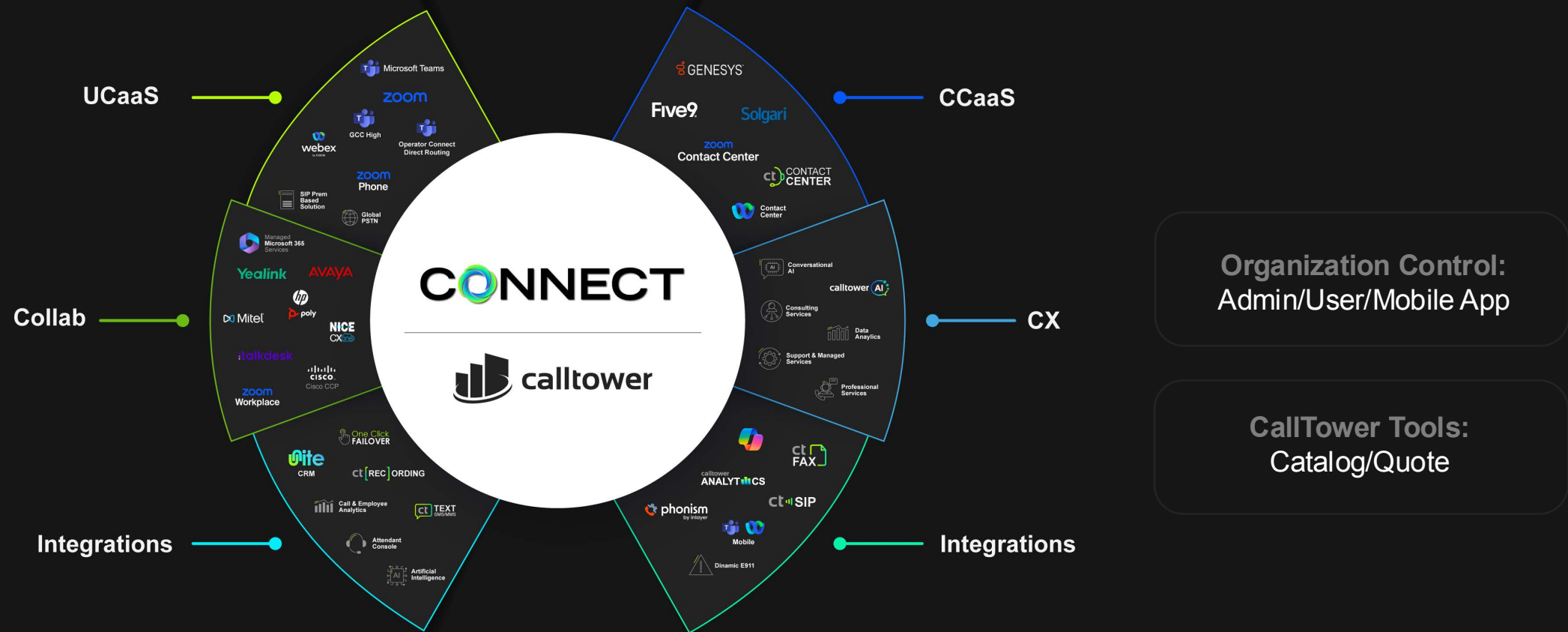
Coverage in over 85+ countries, multiple data centers in North America, Asia and Europe. Premiere implementation with dedicated Project Manager and 24/7/365 support.



## BEST-OF-BREED

End-to-end Cisco Webex, Microsoft Operator Connect, Zoom, and Cloud Contact Center platforms with a proprietary single pane of glass admin portal.

# The CallTower Advantage



## ALL-IN-ONE PORTAL & SINGLE BILL

Proprietary technology to quote, deploy and manage integrated best of breed solutions

# Why CallTower For UCaaS, CCaaS & Collaboration



Managed Implementation  
with Porting

Dedicated Client Success  
Team

Re-Route phone calls  
during a Microsoft, Cisco,  
Zoom outage

Global  
Coverage 85+  
Countries

25+ Key Integrations: Avaya,  
Mitel, Nice, Cisco, Genesys

Emergency Services in  
30+ Countries

Text Messaging, Analytics  
and CRM Integration

Live Training and  
24/7/365 Support

Mass Emergency  
Communication

100% Georedundant in  
Private Cloud Environment

Analog Devices  
Fax, paging, door buzzers,  
etc.

5 Dynamic Contact Center  
(CCaaS) Options: Five9,  
Webex, Zoom CCaaS

# Customer Training Packages



## Platinum | \$1500

- 2 (1 hour live) User Training Sessions
- 1 (30 min live) Q&A Session
- 1 (45 min live) Admin Session
- On-Demand Training Module Including Email Templates

## Gold | \$800

- 1 (1 hour live) User Training Session
- 1 (30 min live) Q&A Session
- 1 Admin On-Demand Module

## Silver | \$300

### On-Demand Module:

- Includes the following topics:
  - User Desktop App Calling
  - User Mobile App
  - User Meeting
  - Admin Tools
    - CallTower Connect
    - Teams Admin Portal

## On-Site Training | \$2100

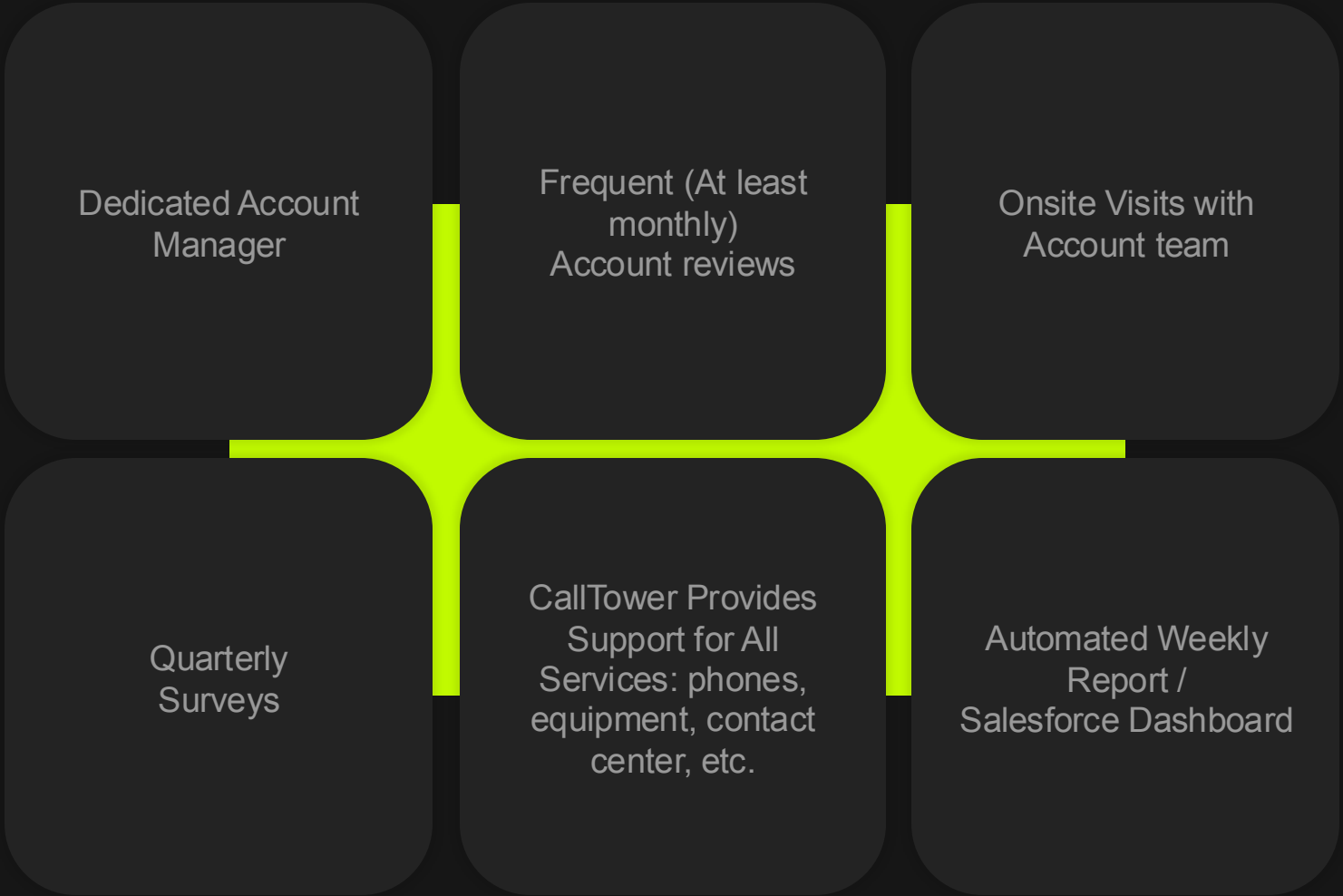
- One full day of training

## Add-On Training | \$600

- 1-hour session  
Email [customertraining@calltower.com](mailto:customertraining@calltower.com) for request.

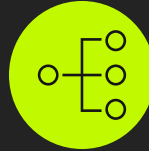


Visit our Solutions Center to receive an array of helpful tips giving a **better understanding of how to get the most out of your CallTower services and features.**





Well Defined  
Processes



Clear Case  
Handling  
Procedures



Customer Intimacy  
With Solution  
Knowledge



# Implementation Process

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Implementation Project Manager (IMP)

CallTower's Implementation Project Manager (IPM) is responsible for the entire Implementation Project and onboarding of our customers.

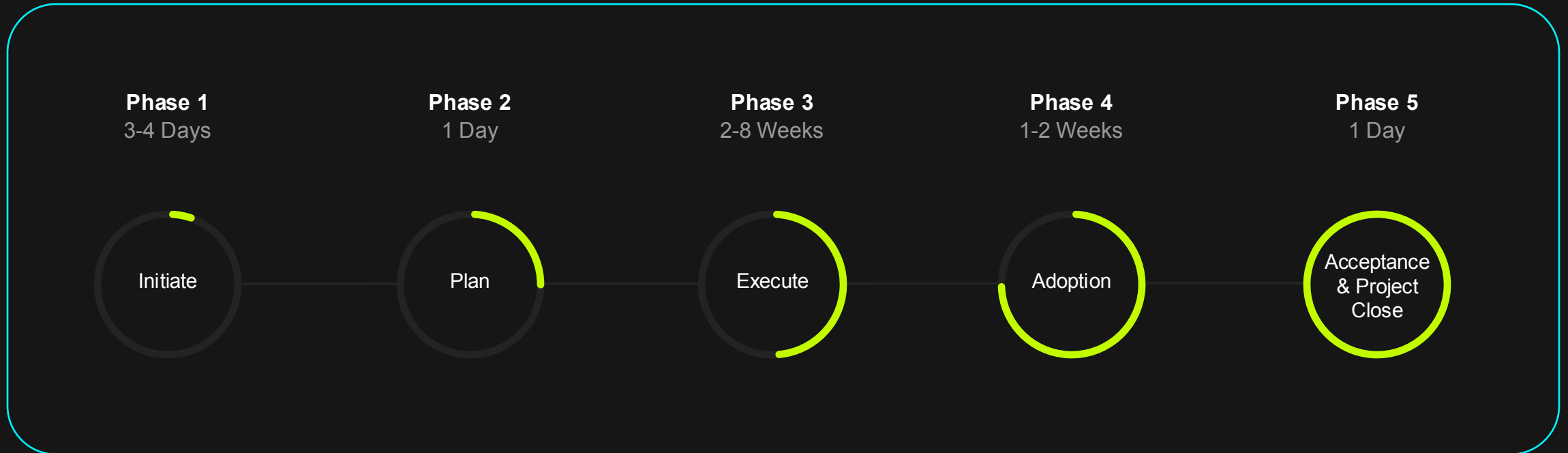
## IPMs Place Special Focus On:

Establishing Clear  
Implementation Expectations

Ensuring Success Through  
Execution And Delivery That  
Is Aligned With Established  
Expectations

The Customer's Experience  
Throughout The Process

# Implementation Process | Life-Cycle Process



*\*Implementation Project Managers (IPM) are assigned to customers after:  
1.) the customer's order and required accompaniments are submitted for processing;  
2.) the order is sent to CallTower's Implementation Department of IPM assignment.*

## Customer Support Portal – 24x7x365

All customers have access to the CallTower Customer Support Portal to open, review and communicate on support cases. Please follow the link to login to the portal <http://support.calltower.com>.

If you have trouble logging into the support portal, please contact CSS via phone. The Customer Support Portal provides access to view all open and closed support cases attached to your account. Clients may also open new support cases and comment on cases in progress.

Please be advised all cases opened via the Customer Support Portal open with a Priority 4 until they are reviewed and appropriately dispositioned. If an issue is urgent, please contact CallTower CSS via Chat or Phone.

## Knowledge Base

Located in the CallTower Customer Support Portal is a knowledge base with articles for self-help and self-administration. Articles are continually being added and updated to provide customers with on-demand information regarding common issues.

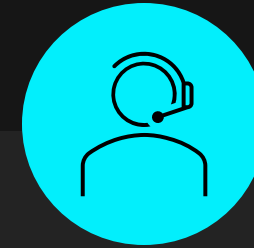
# Access To CallTower's Client Service Support (CSS)



## Chat

M-F 5 AM to 12 AM MT, S/SU 8 AM To 5 PM

CallTower Chat is available on our website at [www.calltower.com](http://www.calltower.com). Chat is a recommended method to open high priority support cases in addition to other standard priority issues. Live technicians are available to immediately work and escalate issues for quicker resolution.



## Phone Support

(800) 347-5444 – 24/7/365

Phone Support will connect clients to a Customer Service Representative to assist with opening a support case and then connecting clients to the appropriate specialist to work the request. Phone Support is another recommended method to open high priority cases.

# Case Lifecycle

