calltower

Genesys Cloud CX **+** CallTower

Smarter contact centers. Simplified delivery. Real results.

GENESYS™

CallTower and Genesys have joined forces to transform customer experience with state-of-the-art contact center solutions. Following CallTower's recent acquisition of Inoria, a leader in customer experience consulting/professional services, the partnership leverages Genesys' advanced **cloud-based technology to deliver seamless, scalable, and highly personalized interactions across multiple channels.**

Together, they empower businesses to elevate customer engagement, optimize operations, and achieve impactful results, all while staying ahead of the ever-changing needs of modern consumers. **This collaboration underscores their shared dedication to innovation, efficiency, and redefining exceptional customer experiences.**

Why Genesys Cloud CX?

Genesys Cloud CX is a leading, all-in-one cloud contact center platform that empowers organizations to create seamless, personalized customer experiences across voice, chat, email, and messaging channels.

Key Capabilities:

✓ Omnichannel engagement

✓ AI-powered automation and self-service

✓ Workforce engagement tools

✓ Real-time and historical analytics

✓ Scalable, secure, cloud-native architecture

Work Better with a Genesys Premier Partner

As a Genesys Premier Partner, CallTower brings over 30 years of experience deploying, optimizing, and supporting contact centers across North America. Our full-service approach means you get expert guidance throughout your journey—from strategy to migration, implementation, and beyond.

Our Comprehensive Approach

Strategy
Maximize the value of your Genesys investment with a clear roadmap aligned to your business goals.

Personalization
A customized solution designed around your unique environment and customer needs.

Migration
Smooth, cost-effective transitions to Genesys that minimize disruption and accelerate time to value.

Configuration & Implementation
Expert management ensures your Genesys Cloud platform is deployed right, the first time.

Training & Support
Empowering your teams with tailored training and responsive, bilingual support options.

Maximize ROI
Continuous partnership focused on optimizing performance and maximizing return on investment.

Why Partner with CallTower?

- ✓ 30+ years of contact center experience
- ✓ Hundreds of Genesys Cloud deployments completed
- ✓ North American-based bilingual delivery and support teams
- ✓ Support for 150+ active Genesys customers
- ✓ In-house expertise—no third-party handoffs
- ✓ Awarded Genesys Partner of the Year (High Growth) and 2024 Genesys North America Canada Partner of the Year

inoria
a calltower company
Award Winner
North American Partner 2024
Presented by
GENESYS

inoria
a calltower company
High Growth
Partner of the Year 2025
Presented by
GENESYS

Client Success Stories:

[Epcor Case Study]   [Genesys Case Study]

Beyond Contact Center:
Unified Communications + Voice Services

CallTower enhances Genesys Cloud CX with a broader
portfolio of integrated communications solutions:

Global PSTN and voice services	**Microsoft Teams, Webex Calling and Zoom Phone integration**
Unified Communications as a Service (UCaaS) + CCaaS under one roof	**24/7/365 Tier 1 support with enterprise-grade SLAs**

Let's build a future-ready contact center—together.

Trusted by organizations
across North America

www.calltower.com

sales@calltower.com

+1 (800) 347-5444

Let's Connect