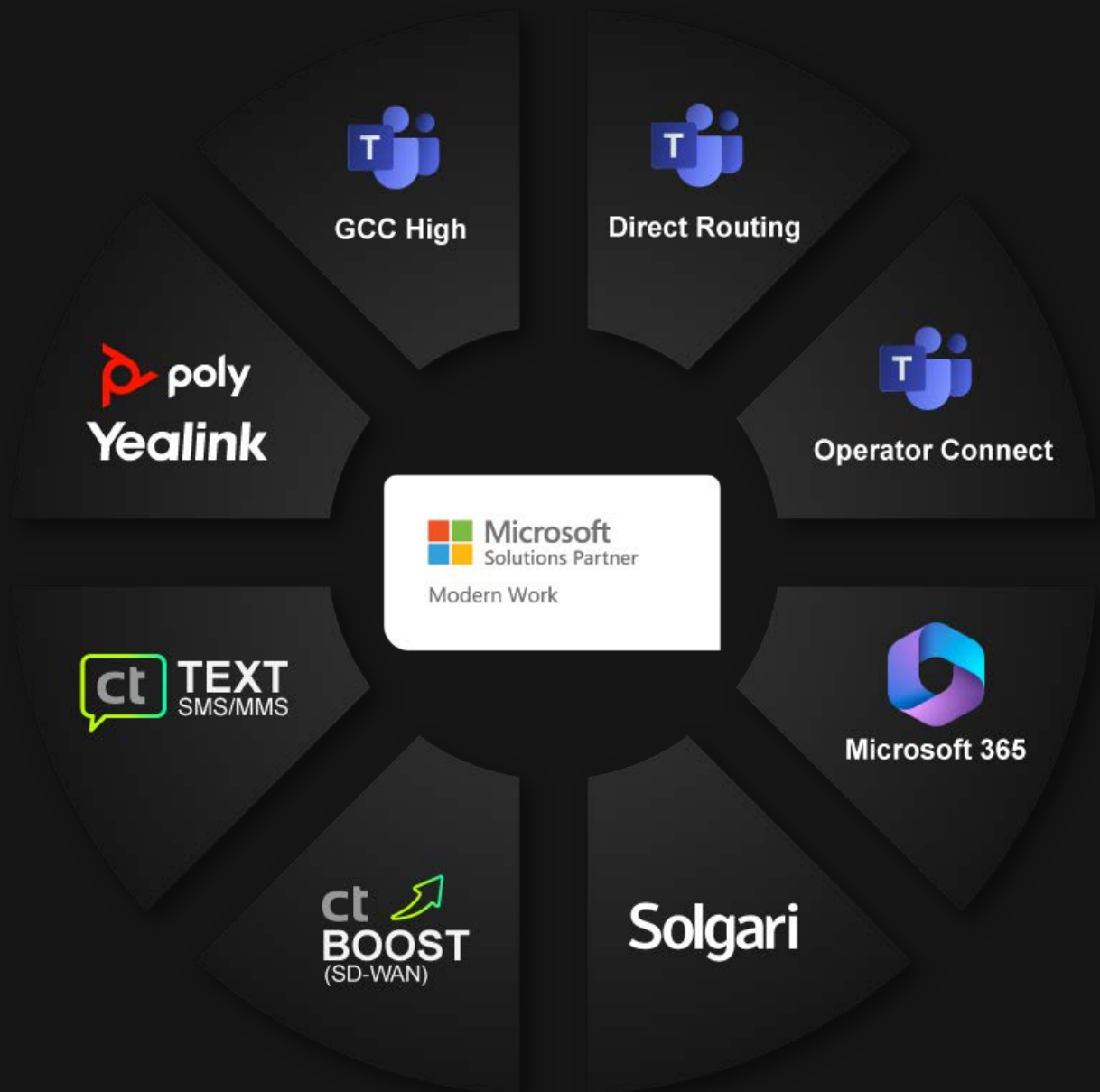




**DYNAMIC AND FLEXIBLE COMMUNICATION SOLUTIONS WITH SCALABILITY
FOR TODAY'S GROWING BUSINESS NEEDS**



STAY CONNECTED. STAY AHEAD.

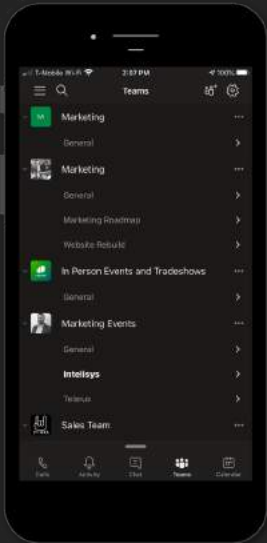


Microsoft Teams

CALLTOWER'S MICROSOFT TEAMS CALLING PLANS

CallTower delivers an integrated Microsoft 365 Microsoft Teams experience with global calling plans empowered by client services team, ensuring a personalized implementation, adoption, training and support strategy.

CallTower has been voice enabling Microsoft solutions for years. As a Microsoft Solutions Partner providing cloud voice solutions, our monitoring and management services ensure the highest quality user experience. Globally, CallTower is one of few organizations certified to provide voice with Microsoft Teams.



The Microsoft Teams Phone System powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Direct Routing. Direct Routing ensures the ability to leverage CallTower's preferred rates and unlocks the full potential of a Microsoft Teams Phone System.

CALLTOWER DIRECT ROUTING

STAY CONNECTED

Chat, text, calls and meetings within your team, in private or small group conversations + guest access to extend collaboration.

INTEGRATED APPS

Expose your team to all applications that are part of the O365 software stack from within Teams



SEAMLESS PORTING

Port between any PBX to CallTower's Teams Direct Routing.

CHANGE MANAGEMENT

Guidance with deployment, resource planning, technical readiness, live training and adoption to ensure success.

MICROSOFT TEAMS CONTACT CENTER INTEGRATION.

CallTower delivers a seamless suite of fully integrated Microsoft Teams UCaaS and CCaaS solutions that are easy to deploy, easy to use, and can support our customers’ transition to the cloud.

COMMUNICATE FROM ANYWHERE AT ANYTIME!

The landscape of business is changing rapidly. The importance of completely supported Microsoft Teams Contact Center integration with UCaaS and Collaboration solutions for full communication enablement are vital to business success.

According to Aberdeen’s 2020 Contact Center survey conducted in June 2020 (well after the initial stages of COVID) remote work adoptions have reached 51% — Indicating an almost triple the increase within just one year. Aberdeen’s 2019 Contact Center survey showed that only 14% of businesses had remote work capabilities in place in 2019.

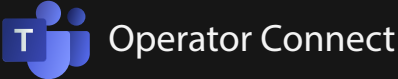
CallTower delivers a seamless suite of fully integrated UCaaS and CCaaS solutions that are easy to deploy, easy to use, and can support our customers’ transition to the cloud.

MICROSOFT TEAMS EXPERIENCE!

CallTower delivers Microsoft Teams Direct Routing + Contact Center options to meet the needs of your business.

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 client services team. This solution ensures a personalized implementation, adoption, training and support strategy. As a Microsoft Solutions Partner, CallTower’s monitoring and management services provide the highest quality user experience. The Microsoft Phone System powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Teams Direct Routing. CallTower delivers features addressing missing key Microsoft Teams UCaaS feature gaps and functionality that is not available through other providers. With CallTower, Teams Direct Routing customers can also easily redirect calls in case of a Microsoft outage to an alternative number and stay connected.

OPERATOR CONNECT FOR MICROSOFT TEAMS.



Operator Connect delivers PSTN access to Microsoft Teams users, to deliver an enhanced customer experience.

Operator Connect allows Microsoft Teams administrators to open the “Operators” tab in the Teams admin center to connect calling services, acquire phone numbers, and assign users. Operators, such as CallTower, will provide technical support and manage the voice network and infrastructure. Operators can also enable PSTN voice services in regions currently unavailable through Microsoft Calling Plans. Implementation of voice services can be online in a matter of hours.



OPERATOR CONNECT BENEFITS

LEVERAGE EXISTING CONTRACTS OR FIND A NEW OPERATOR

You keep your preferred operator and contracts or choose a new one from a selection of participating operators to meet your business needs

FASTER, EASIER DEPLOYMENT

You can quickly connect to your operator and assign phone numbers to users — all from the Teams Admin Center.

ENHANCED SUPPORT AND RELIABILITY

Operators provide technical support and shared service level agreements to improve support service, while direct peering powered by Azure creates a one-to-one network connection for enhanced reliability.

OPERATOR-MANAGED INFRASTRUCTURE

Your operator manages the PSTN calling services and Session Border Controllers (SBCs), allowing you to save on hardware purchase and management.

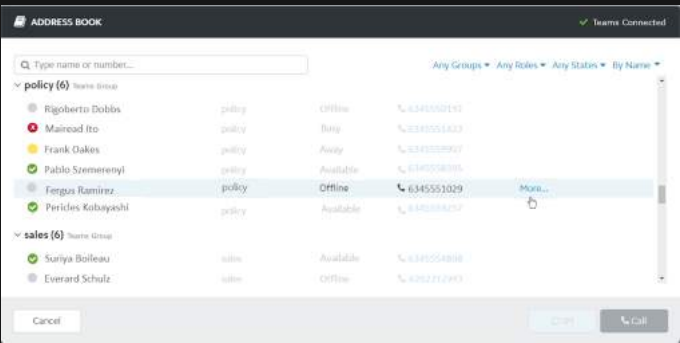


BLENDDED CLOUD CONTACT CENTER

TEAMS CCAAS INTEGRATION

The Five9 UC Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents with Teams users throughout the organization.

Contact center agents can easily identify the right knowledge workers and subject matter experts using a Five9-Teams consolidated directory on their desktop.



Using Agent-Expert Consultation, agents have an “at-a-glance” directory on their desktop with presence status showing whether the Teams user is available, busy, away, etc. Teams users are identified by department, allowing agents to quickly find an expert to help them. Once the right expert is identified, the agent can talk with them one on one, conference them with the customer, or transfer the call. Regardless of how the call is handled, the goal is to resolve the customer’s issue the first time, every time.



SUPERIOR CUSTOMER CARE

TEAMS CCAAS OVERLAY

Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software.

CT Cloud Contact Center empowers customers with a full-featured, powerful and complete end-to-end cloud contact center solution. Customers can expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software.



Microsoft Teams

THE CALLTOWER ADVANTAGE

Network is Completely Optimized for Voice

Enterprise Security and Compliance

Re-route Phone Numbers when Microsoft has an Outage

Emergency Services in 36 International Countries

Host and Manage SBC Equipment

Direct Routing as a Managed Service

GCC High

All Your Communications in One Place



SALESFORCE.COM INTEGRATION

Record
Inbound/outbound
Calls

Create A New
Opportunity
From A Call

Start A Call
Directly
From Salesforce

TRANSFORM THE WAY YOU DO BUSINESS WITH CALLTOWER'S MICROSOFT MANAGED PARTNER NETWORK

WHY GET YOUR LICENSING FROM CALLTOWER?

- | We handle the move of voice to Microsoft Teams
- | The expertise of engineers, certified in Microsoft Voice networking and PSTN connectivity
- | Single point of contact for Microsoft 365 and Voice
- | Use CallTower Connect to manage users' Teams voice integration
- | Managed voice migration to Teams
- | Seamless license migration

SUPPORT SERVICE LEVEL AGREEMENT 24/7/365 SUPPORT

ISSUE PRIORITY	CALLTOWER RESPONSE	MICROSOFT RESPONSE
Critical P1	15 Minutes	1 Hour
High P2	30 Minutes	Next Day
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

MICROSOFT TEAMS DIRECT ROUTING FOR GCC HIGH.

CallTower is the only voice provider delivering GCC High Audio Conferencing via Microsoft Teams Direct Routing through Audio Codes Session Border Control (SBCs) for Security.

AN INTEGRATED OFFICE 365 MICROSOFT TEAMS EXPERIENCE

CallTower was the first solution provider to deliver an integrated Office 365 Microsoft Teams experience with global calling plans empowered by a 24/7/365 client services team.

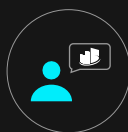
THIS SOLUTION ENSURES A PERSONALIZED



Implementation



Adoption



Training



Support

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.



CT TEXT FOR MICROSOFT TEAMS.

Send and receive SMS and MMS from Microsoft Teams with CT TEXT. Connect instantly with your contacts in Outlook, Active Directory, SharePoint, and with your MS Teams channel members.



MICROSOFT VOICE AND VIDEO DEVICES

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 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 AND PERSONAL SPEAKERPHONE |

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.





MICROSOFT VOICE AND VIDEO DEVICES

Yealink's broad range of audio and video device solutions cover scenarios from personal and team collaboration to huddle rooms and large conference rooms. Flexible device compatibility with Teams secures your future investment during migration.



RIGHT AND BROAD CHOICES

Voice and video devices from entry to premium level, flexible enough to fit any budget. Meet needs of various business users and scenarios.

GLOBAL DELIVERY, SIMPLIFY DEPLOY AND MANAGE

All-in-one product that offers plug-and-play ease. For video solution, optional wireless and wired microphone packages keep work space uncluttered.

SUPERIOR AUDIO AND VIDEO PERFORMANCE

Range of HD and wide-angle cameras ideal for any size conference room with two or 20 participants.

CT CLOUD BOOST IS BETTER THAN OTHER OPTIONS FOR:



Internet Failover
and Optimization



Thousands of cloud-based
apps including Microsoft
365 and CRMs



Load Balancing and
Quality of Service (QoS)



Site-to-Site VPN
Foundation

CT CLOUD BOOST WILL IMPROVE OVERALL PERFORMANCE AND UTILIZATION FOR THOUSANDS OF CLOUD-BASED APPLICATIONS, INCLUDING:



With CT Cloud Boost Access Network, VoIP calls, virtual desktop sessions, credit card payments, and all other applications gain the benefits of our Same-IP Failover and Dynamic QoS. This means calls stay clear, virtual desktop is snappy, credit card payments are quick, and no sessions drop.

CallTower enables our Customers to manage rapidly-changing technologies through CallTower Connect - a user friendly portal, created and developed in-house. This proprietary system ensures our Customers have the ability to administer services without expertise in any one technology or hiring outside consultants to manage their UCaaS platforms.

Connect seamlessly integrates with our robust Microsoft, Cisco and CT Cloud solutions. This integration allows our customers to easily manage their solutions without expertise in programs like PowerShell, CUCM and others.



Admin Portal



User Portal



Voicemail



Password sync



Ad-Sync



Audio Conferencing



Hunt Groups



Analytics



Email



Auto Attendants



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.

- Improves the quality and professionalism of your call handling and the caller's experience
- Increase the productivity and collaboration of your phone system's users
- Reduce the time and costs involved with making and receiving large volumes of calls
- Realize the full potential of your hosted telephony solution

Ct[REC]ORDING

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.

SCHEDULE YOUR CUSTOMIZED TEAMS CONSULTATION TODAY