



UCaaS + CCaaS = **POWERFUL**



**CallTower's Native Teams Direct Routing and Operator  
Connect with Contact Center Delivers a Full Turnkey Solution**

[Data Sheet](#)

# COMMUNICATE FROM ANYWHERE AT ANYTIME!

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.

The landscape of business is changing rapidly. The importance of Completely supported UCaaS, CCaaS and Collaboration solutions for full communication enablement are vital to business success.

**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.**

## 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 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 Native Microsoft Phone System powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Teams Direct Routing and Operator Connect.

CallTower delivers features addressing missing key Microsoft Teams UCaaS feature gaps and functionality that is not available through other providers. With CallTower, Teams Voice enabled customers can also easily redirect calls in case of a Microsoft outage to an alternative number and stay connected.

**CallTower delivers a  
Native Microsoft  
Teams Direct  
Routing, Operator  
Connect + Contact  
Center options to  
meet the needs of  
your business.**

# BLENDING 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.

Our Teams solution is built around your business needs with custom Native integrations including SMS Text, CRM Integration, GCC High and more.

**Schedule a Custom Consultation** >