

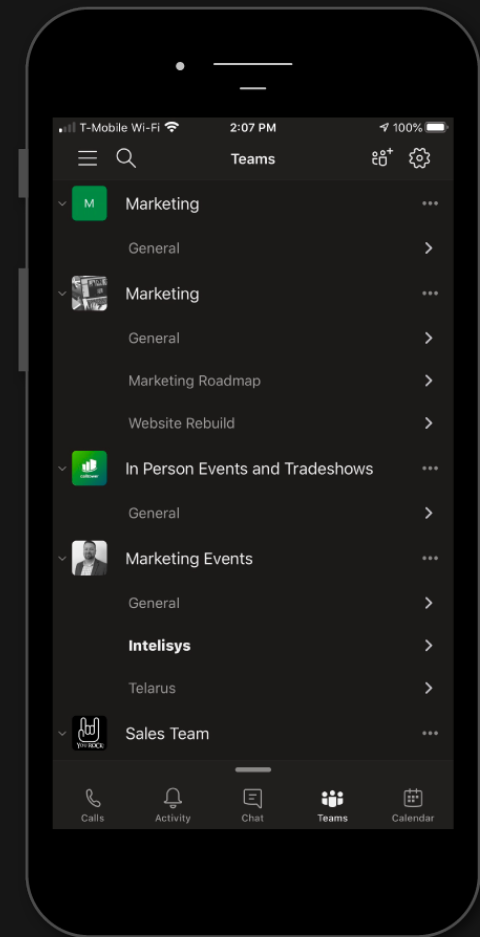


Why Choose CallTower for Microsoft Teams

What is Microsoft Teams?

Microsoft Teams is the ultimate messaging app for your organization - a workspace for real-time collaboration and communication, meetings, file and app sharing, and even the occasional emoji! All in one place, all in the open, all accessible to everyone.

CallTower has been voice enabling Microsoft solutions for years. As a Microsoft Gold 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.



CallTower offers Microsoft Teams in three configurations:

1

Microsoft Teams Direct Routing

CallTower delivers an integrated Microsoft Teams experience with global calling plans empowered by a world-class client services team, ensuring a personalized implementation, adoption, training and support strategy. 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 delivers key Microsoft Teams UCaaS features and functionality which are unavailable through other providers. Customers using CallTower's Teams Direct Routing offering can also easily redirect calls to an alternate number in case of a Microsoft outage and stay connected.

2

Operator Connect for Microsoft Teams

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.



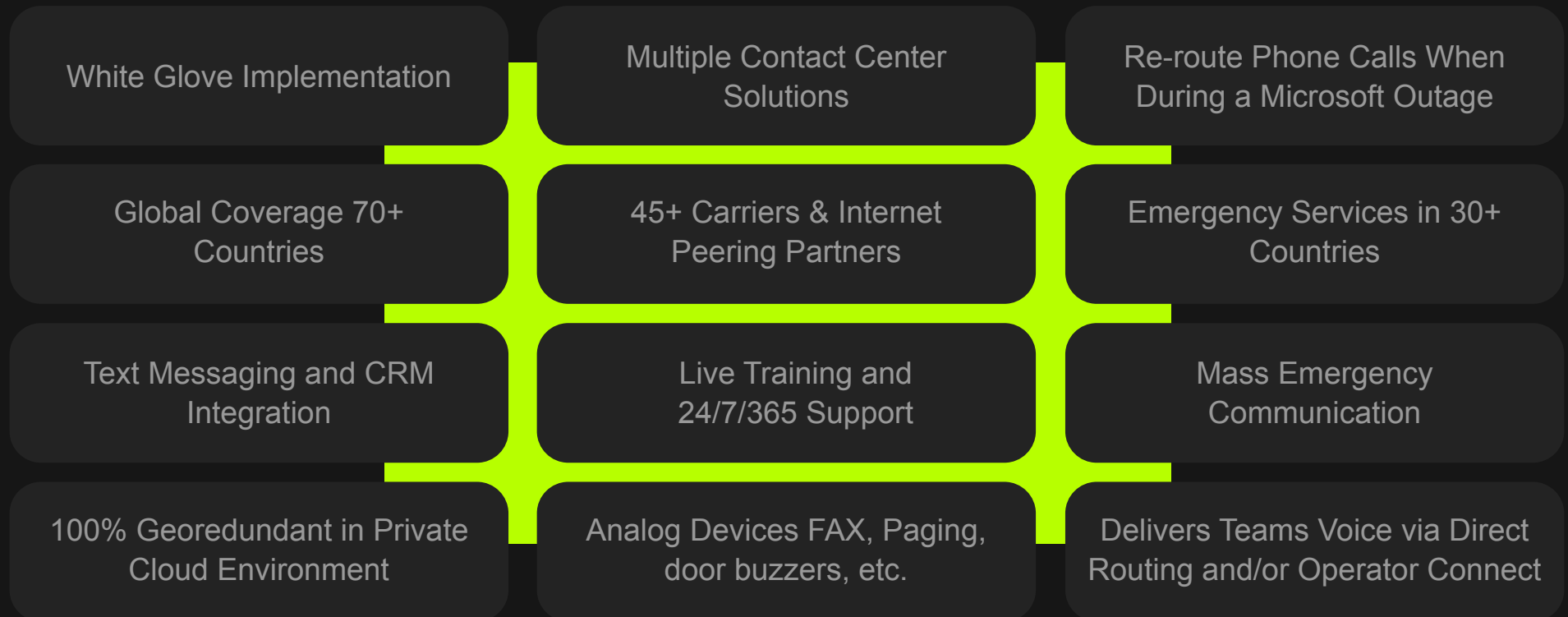
3

Microsoft Teams Direct Routing for GCC High

Organizations, primarily government agencies and contractors, leveraging Microsoft 365 GCC High environments can add voice and audio conferencing to their systems with Microsoft Teams Direct Routing from CallTower. Chats and team calls are now easier as users can directly communicate with others who are not a part of the same workplace. Microsoft 365 GCC High meets the unique and evolving requirements of contractors holding or processing DoD controlled unclassified information (CUI), Cybersecurity Maturity Model Certification (CMMC), or subject to International Traffic in Arms Regulations (ITAR).

CallTower is the only provider enabling cloud-based Teams voice in GCC High.

Why CallTower for Microsoft Teams?



Integrations & Add-Ons

Contact Center Integration

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.

International MS Teams phone system

International Microsoft Teams Phone System using Direct Routing provides a simple, global landline and mobile calling for Microsoft Office 365

Emergency Alert System

InformaCast Fusion is a mass notification system that excels in the three most critical areas of delivering effective emergency messages: speed, reach and intrusiveness.

Supported Teams Devices

CallTower's Microsoft Teams solutions provide a feature rich solution to fit your business needs along with a wide range of Poly, Yealink and other Microsoft integrated devices.

SMS & MMS Text For Microsoft Teams:

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

Attendant Console For Teams

A powerful and highly intuitive telephone operator console solution that provides a range of intelligent reception features that enable fast and spotless call handling and distribution.

Let's Connect