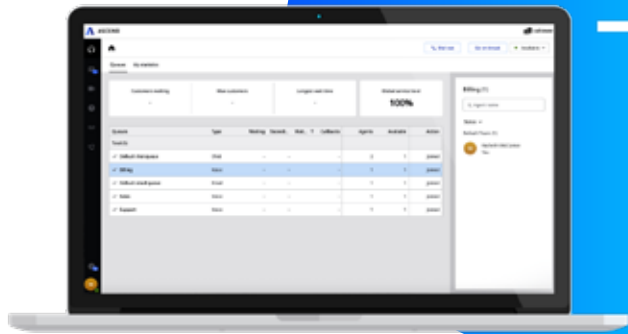




CALLTOWER ASCEND TEAMS CONTACT CENTER

Customer Experience Built into Microsoft Teams

The Contact Center Teams Users Have Been Waiting For

Deliver modern customer experience directly within Microsoft Teams. Ascend combines **enterprise contact center capabilities, omnichannel engagement, AI-powered insights, and business communications** into a single Teams experience—eliminating disconnected apps and simplifying workflows.

Why Ascend | Native Teams • AI-Powered CX • Built for Resiliency

Native Microsoft Teams Experience

Work directly within
Teams—no switching
between applications

Integrated Communications

Combine collaboration,
calling, meetings, and
customer engagement

Built-In Business Continuity

Maintain operations with
resiliency and failover
capabilities

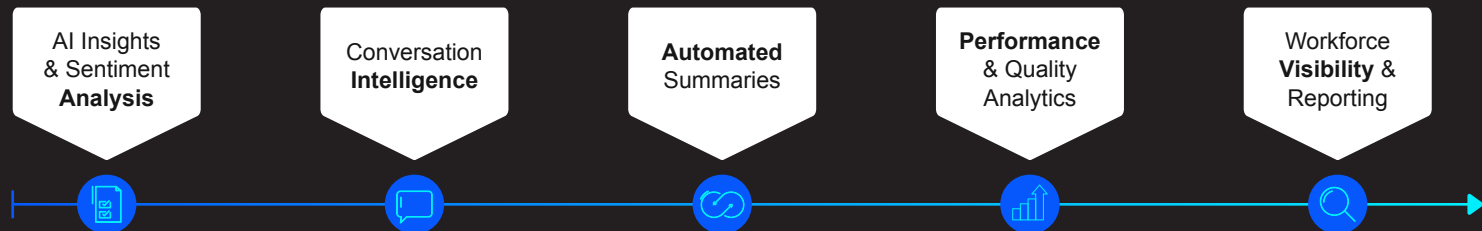
Modern Customer Engagement | Meet Customers Where They Want to Connect

Deliver seamless omnichannel experiences from a single interface:

- + Voice, SMS, Web Chat, Email, WhatsApp
- + Real-Time & Historical Reporting
- + Intelligent & Skills-Based Routing
- + Supervisor Dashboards

AI-Powered Customer Experience | Smart Conversations • Better Insights • Improved Outcomes

Drive smarter interactions and better outcomes:



+ Let's Redefine Customer Experience in Teams

Ascend Teams Contact Center enables organizations to deliver intelligent, omnichannel customer experiences through a fully native Microsoft Teams platform.