



Contact Center Solutions

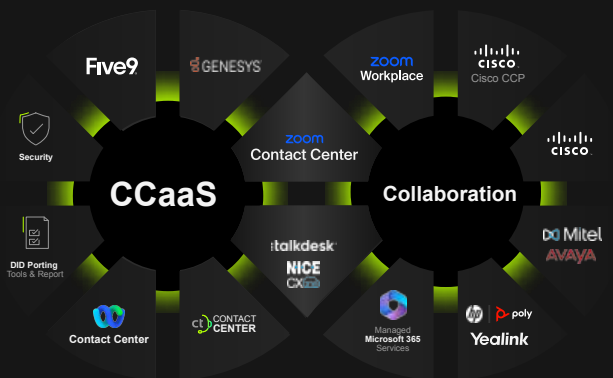
Seamless integration with CallTower IP Voice services to deliver full feature contact center solution



Why CallTower for CCaaS

Experience seamless, intelligent communication with CallTower, your trusted cloud communications provider.

We specialize in Unified Communications as a Service (UCaaS), Collaboration as well as Contact Center as a Service (CCaaS), advanced AI technologies, with end-to-end professional and managed services. Our expertise and commitment to exceptional Customer Experience (CX) empower businesses to connect, collaborate, and grow with ease.



Expert Partnerships and Deployment: As a Five9 Certified Implementation Partner and Premier Genesys Partner, CallTower delivers exceptional expertise in contact center deployment and optimization, with hundreds of completed deployments and ongoing support for hundreds of active customers.

Seamless Integrations: Connect your favorite applications and platforms effortlessly for a unified experience without disruption.

Unmatched Reliability and Uptime: Benefit from our robust infrastructure and dynamic redundancy, delivering industry-leading uptime for uninterrupted service.

24/7/365 Support & Expertise: Rely on our around-the-clock support team for prompt assistance and proactive guidance whenever you need it.

In-House Expertise: Our in-house contact center expertise means no third-party handoffs, ensuring end-to-end accountability

Global Reach with Local Support: Enjoy the advantages of global technology with responsive, personalized service from local support teams.

Dynamic Voice Redundancy: CallTower ensures 100% voice up time with features like one-click failover and a robust global network with redundant connections.

Customizable and Scalable Solutions: Adapt your contact center as you grow, with flexible options tailored to fit your current needs and future goals.

Proprietary CallTower Connect Portal: Take control with an intuitive portal that puts platform management and analytics at your fingertips.

End-to-End Professional and Support Services: Experience worry-free implementation with professional services and benefit from 24/7 expert assistance to quickly resolve issues with support services.



Five9 Contact Center



Five9 Contact Center is an AI-driven, cloud-based platform designed to empower businesses to deliver outstanding customer interactions. It brings together human expertise with advanced AI to handle interactions across multiple channels, streamlining customer service operations. Five9 enables teams to respond faster, connect more meaningfully, and improve customer experiences and satisfaction.

Key Features:

- ✓ **Five9 Genius AI:** Build AI applications tailored to your use cases and deliver personalized and engaging self-service capabilities.
- ✓ **AI-Powered Virtual Agents:** Deploy intelligent chatbots and virtual assistants that handle routine tasks and provide engaging self-service experiences across voice and digital.
- ✓ **Predictive Dialer Technology:** Maximize outbound campaign efficiency with intelligent dialing algorithms that reduce wait times and increase connection rates.
- ✓ **Intelligent Call Routing:** Route customers to the best-suited agents based on skills, language, priority, and historical interaction data.
- ✓ **Advanced CRM Integration:** Seamlessly connect with Salesforce, Zendesk, and other business applications for complete customer context.
- ✓ **Speech Analytics and Sentiment Analysis:** Automatically analyze conversations to gauge customer satisfaction and identify opportunities.
- ✓ **Workforce Management Suite:** Optimize staffing with advanced forecasting, scheduling, and adherence monitoring tools.



Genesys Cloud Contact Center



Calltower is a Genesys Premier Partner bringing 30 years of contact center experience to design, deploy, and optimize modern customer engagement. Genesys Cloud CX delivers a scalable, secure, cloud-native platform that unifies every channel and infuses agentic AI across journeys, so customers get faster, more personalized outcomes while agents and supervisors work in a single, intuitive experience.

Key Features:

- ✓ **Omni-Channel Engagement:** Voice, chat, email, messaging, and social in one unified interface.
- ✓ **Agentic AI Automation & Self-Service:** Predict intent, guide next best actions, and resolve with AI-powered bots and workflows that hand off seamlessly to agents.
- ✓ **Workforce Engagement Tools:** Quality, coaching, forecasting, and scheduling to elevate performance and employee experience.
- ✓ **Real-Time & Historical Analytics:** Journey-level insights to continuously optimize CX and operations.
- ✓ **Cloud-Native Architecture:** Elastic scale, security, and reliability to meet enterprise demands.



Webex Contact Center

The all-new Webex Contact Center is a unified omni-channel contact center solution deployed and managed from the cloud that gives customers the answers they need in the channel they prefer, all with exceptional speed and accuracy. Experience the future of customer engagement with a next-gen cloud contact center that connects you directly with your customers.

Key Features:

- ✓ **Multi-Channel Support:** Deliver exceptional customer experiences across all communication channels, including voice, email, chat, and social media.
- ✓ **Artificial Intelligence (AI):** Leverage A.I.-powered chatbots and virtual assistants with Webex AI Assistant to help customers quickly find the information they need, resolve issues faster, and provide personalized recommendations.
- ✓ **Advanced Analytics and Reporting:** Get insights into customer behavior and preferences, track agent performance, and identify areas for improvement with advanced analytics and reporting tools.
- ✓ **Routing and Queuing:** Route customers to the right agent based on skills, availability, and other criteria, and efficiently manage queues to reduce wait times.
- ✓ **CRM Integration:** Integrate with your existing CRM system to access customer data, history, and context, and provide personalized service.
- ✓ **Workforce Management:** Optimize staffing levels, scheduling, and forecasting to ensure that you have the right number of agents with the right skills available at the right time.
- ✓ **Quality Management:** Monitor and evaluate agent performance, provide coaching and feedback, and ensure that your agents are delivering consistent and high-quality service.



Ascend Teams Contact Center

Ascend Teams Contact Center is an all-in-one solution that integrates seamlessly with Microsoft Teams, combining advanced communication tools, omnichannel support, and powerful analytics. The platform is designed to transform the way businesses connect with customers by enhancing customer engagement, boosting productivity, and streamlining operations.

Key Features:



Seamless Microsoft Teams Integrations: Experience a unified communications environment with a fully embedded app for Microsoft Teams.



Enhanced Omnichannel Customer Engagement: Deliver superior customer experiences by meeting your customers where they are.



Advanced Analytics, Reporting, and AI: Leverage data to make informed decisions and improve customer experiences.



Enhanced Employee Productivity: Empower your team with tools that simplify workflows and boost efficiency.



Built-In Redundancy & Reliability: Ensure your business stays connected, no matter what.



Customizable & Scalable Solutions: Adapt the platform to meet your unique business needs

CT Contact Center is CallTower's robust, cloud-based contact center solution that brings together the essential tools your business needs to deliver consistent, engaging customer experiences across all channels. With seamless integration abilities, AI-driven routing, and comprehensive analytics, it empowers teams to work smarter while elevating customer satisfaction.

Key Features:

- ✓ **Omnichannel Integration:** Seamlessly manage customer interactions across multiple channels for a unified experience, reducing complexity and training requirements.
- ✓ **AI-Powered Smart Routing:** Leverage machine learning algorithms to route customers based on intent, emotion, and optimal agent matching.
- ✓ **Comprehensive Call Recording & Quality Management:** Record, analyze, and score interactions with advanced quality monitoring and coaching tools.
- ✓ **Predictive Dialer Technology:** Boost outbound campaign performance with intelligent dialing that maximizes agent talk time.
- ✓ **Advanced CRM Integration Hub:** Connect seamlessly with popular CRM platforms to provide agents with complete customer context.
- ✓ **Customizable Workflow Automation:** Create automated processes for common tasks, reducing manual work and improving consistency.
- ✓ **Reporting & Analysis:** Monitor customer emotion and agent performance in real-time to identify intervention opportunities and improve performance.

Zoom Contact Center is a video first omni-channel contact center that unifies voice, video, chat, SMS, email, and social media on one cloud platform, enabling teams to deliver seamless, personalized customer experiences. Built on Zoom's reliable infrastructure, it offers AI-driven tools, advanced routing, analytics, and integrations, simplifying operations, enhancing efficiency, and scaling to meet evolving business needs.

Key Features:

- ✓ **Video First Contact Center:** Deliver personalized customer experiences with seamless video interactions for enhanced communication and resolution.
- ✓ **Omni-Channel Support:** Engage customers across multiple channels—video, voice, chat, and email—for a unified and flexible support experience.
- ✓ **Extensive Integration:** Zoom Contact Center seamlessly integrates into the Zoom Workplace app, as well as CRM, call recording, and automation tools.
- ✓ **Powerful AI Companion:** Leverage AI-driven tools and Zoom Companion AI to assist agents with real-time insights, automation, and improved efficiency.
- ✓ **Analytics & Reporting:** Gain actionable insights with robust analytics and reporting tools to optimize performance and customer satisfaction.
- ✓ **Scalable Low-Cost System:** Easily scale your contact center operations while minimizing costs with Zoom's efficient and flexible infrastructure.

CallTower is the premier choice for CCaaS, offering a powerful combination of advanced technology and unmatched expertise. Our AI-powered CCaaS solutions seamlessly integrate with Microsoft Teams, Webex Calling, and Zoom Phone, supported by comprehensive professional and managed services. This ensures businesses can consistently deliver exceptional Customer Experience (CX) across every interaction. With a proven history of helping organizations connect, collaborate, and grow, CallTower is the trusted partner for innovative, reliable, and scalable contact center solutions.