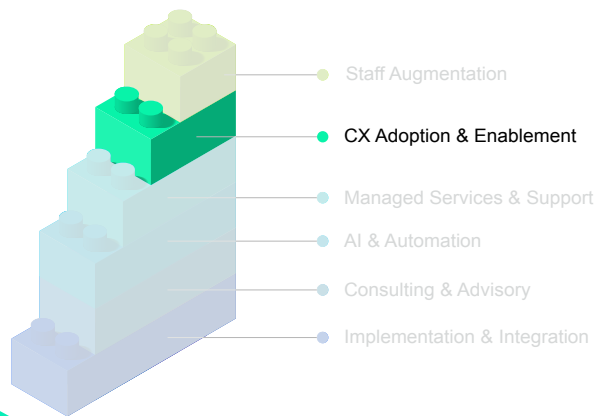


CX Adoption & Enablement

Accelerate Adoption. Empower Your Workforce. Maximize CX & AI Value.



Technology creates opportunity. Adoption creates results.

Deploying new CX and AI solutions is only the first step. Lasting success depends on how effectively employees embrace new tools, workflows, and ways of working. CallTower helps organizations improve workforce readiness, accelerate adoption, and maximize the value of their CX investments through training, enablement, coaching, and change support.

Why CX Adoption Matters

Without a structured adoption strategy, organizations often experience:

- Low platform utilization
- Resistance to change
- Slower time to value
- Inconsistent processes
- Reduced employee confidence
- Limited AI adoption

Outcomes We Deliver

- ✓ Faster Time to Value
- ✓ Higher Platform Utilization
- ✓ Improved Workforce Readiness
- ✓ Accelerated AI Adoption
- ✓ Increased Employee Confidence
- ✓ Reduced Support Burden
- ✓ Improved Operational Efficiency
- ✓ Stronger Customer Experiences
- ✓ Greater ROI From CX Investments

CX Adoption & Enablement Services



Strategy & Readiness

- Adoption Strategy & Planning
- Workforce Readiness Assessments
- Change Management Support



AI Adoption

- Virtual Agents
- Agent Assist
- Conversational AI
- Automation Technologies



Training & Enablement

- Role-Based Training
- Workshops & Hands-On Learning
- Coaching & Knowledge Transfer
- Train-the-Trainer Programs



Sustain & Optimize

- Go-Live Support
- Post-Launch Adoption Reviews
- Optimization Workshops
- Learning Resources & Documentation

Why CallTower

One trusted partner across CX, UC, Voice, and AI

End-to-end support from deployment through optimization

Deep expertise across leading CCaaS, AI, and workforce optimization platforms

Advanced integration expertise across CRM, ERP, analytics, and business systems

Consulting-led approach focused on business outcomes

Flexible engagement models with global delivery capabilities

