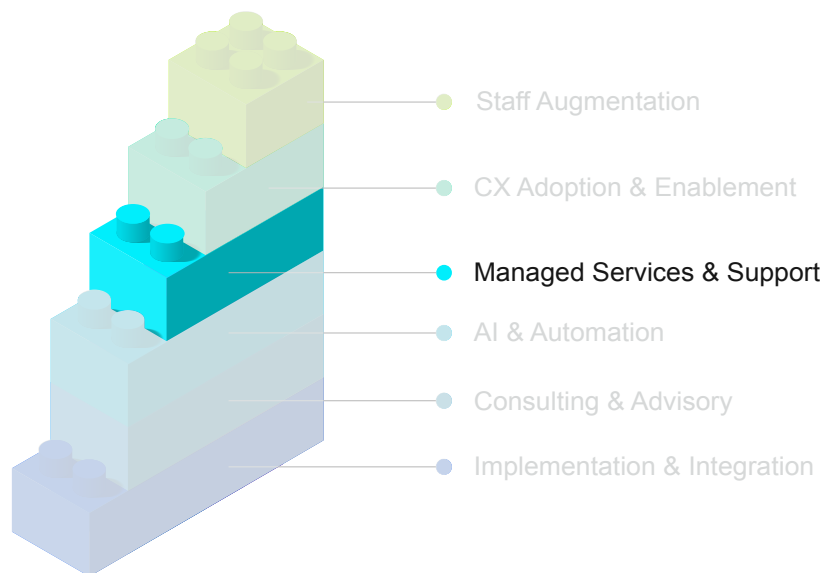


Managed Services & Support

Keep Your CX Environment Performing at Its Best

CallTower Managed Services & Support helps organizations maintain stability, improve performance, and continuously optimize their customer experience environment. Our team provides proactive support, monitoring, administration, optimization, and strategic guidance to help you maximize the value of your technology investments.



Whether you need day-to-day support, platform administration, ongoing optimization, or a long-term strategic partner, CallTower helps keep your CX environment secure, reliable, and ready for what's next.

Why Managed Services?

Organizations turn to CallTower when they need to:

- ✓ Extend internal IT and contact center teams
- ✓ Improve platform performance and reliability
- ✓ Reduce operational burden and resource constraints
- ✓ Support growth and digital transformation initiatives
- ✓ Accelerate AI and automation adoption
- ✓ Improve visibility, reporting, and governance
- ✓ Support ongoing upgrades and modernization efforts
- ✓ Maximize return on technology investments

Our Managed Services Offering

Technical Support

Responsive assistance for troubleshooting, incident resolution, user requests, and platform administration.

System Monitoring

Proactive monitoring designed to identify and address issues before they impact operations.

Platform Administration & Change Management

Configuration updates, routing changes, user administration, and ongoing environment management.

Migrations & Upgrades

Support for platform modernization, technology refreshes, version upgrades, and migration initiatives.

Patching & New Version Updates

Software lifecycle management, feature releases, maintenance planning, and platform updates.

Workforce Optimization Support

Administration and optimization of workforce management, quality management, scheduling, and performance solutions.

Strategic CX Guidance

Access to certified consultants, architects, engineers, and CX specialists who help align technology investments with business outcomes.

More Than Support. A Partner in CX Evolution.

The most successful organizations don't simply maintain their CX environment.
They continuously improve it.

CallTower works alongside your team to identify opportunities to improve customer experience, operational efficiency, platform utilization, and business performance.

Areas of focus include:

Omnichannel customer engagement

Virtual agents & conversational AI

AI & automation initiatives

Agent assist technologies

CRM and business application integrations

Unified Communications platforms

Workforce optimization programs

Reporting, analytics, and dashboards

Service management and operational workflows

Supported Platforms

Contact Center & CCaaS

 GENESYS™ **Five9**

 Contact Center

zoom
Contact Center

 **CONTACT CENTER**

AI & Automation

 **Parloa** **SESTEK**

 **Virtual Agents**

 **Agent Assist**

 **Agentic AI**

 **Conversational AI**

Workforce Optimization

 **ALVARIA**®  **aspect**®



Workforce Management



Quality Management



Analytics

The CallTower Advantage

✓ Simplify Multi-Vendor Communications

Consolidate cloud voice, collaboration, mobility, customer experience, and AI initiatives with a single trusted partner.

✓ Proven CX Expertise

Deep experience across leading CCaaS, UCaaS, AI, workforce optimization, and analytics platforms.

✓ Consulting-Led Delivery

Business-first guidance that aligns operational improvements and technology investments to measurable outcomes.

✓ End-to-End Lifecycle Support

From deployment and integration to optimization, adoption, and long-term management.

✓ Advanced Integration Capabilities

Seamless connectivity across CCaaS, UCaaS, CRM, ERP, WFM, analytics, and business applications.

✓ 24/7/365 Expert Support

Access experienced communications engineers and CX specialists who help optimize adoption, performance, reliability, and long-term success.

✓ Global Delivery

Enterprise-grade service delivery supporting multi-site, multi-region, and multilingual operations.

Business Outcomes

Organizations leveraging CallTower Managed Services achieve:

Improved platform reliability

Faster issue resolution

Reduced operational risk

Increased platform utilization

Improved agent productivity

Better customer experiences

Greater operational efficiency

Higher return on technology investments

Customer Success Story

**Insurance Provider
Improves CX
Performance and
User Adoption**

A leading insurance organization partnered with CallTower to modernize its customer experience environment and support long-term operational success through training, optimization, and ongoing expert guidance.



**Read the Full Customer
Success Story**



Keep Your CX Environment Performing at Its Best

Technology evolves. Customer expectations change. Your contact center can't stand still. CallTower provides the expertise, support, and strategic guidance needed to maintain performance, reduce operational risk, and continuously improve your customer experience environment.

Ready to maximize the value of your CX investments?