

Use Case

Mid-size Banking Company Transforms Customer Service with CallTower, Five9, and Microsoft Teams



CallTower and Five9 Forge Strategic Deal in a Major Win

The challenge:

This mid-size banking company realized the limitations, expenses and inefficiencies of using an on-premises communication system in today's ever changing cloud based business environment. CallTower and Five9 worked together to address several challenges that are crucial for a business's call center to enhance efficiency, improve customer satisfaction, and optimize overall operations. A partner brought the customer to CallTower to transfer from Prem PBX to Microsoft Teams and establish a new Contact Center solution that is tightly integrated with MS Teams

The solution:

CallTower and Five9's strategic partnership leverages expertise in streamlining customer interactions, enabling personalized service, and improving call quality. By integrating Five9's cloud contact center solution with CallTower's unified communication offerings, they enhance the overall customer experience. Additionally, the partnership integrates Five9 with Microsoft Teams, facilitating modern work environment communication. CallTower's Microsoft Teams Operator Connect solution empowers organizations to connect people inside and outside the organization via a single geographic number for calls, chats, and video conference.

The outcome:

The customer now has reliable UCaaS and CCaaS solutions. Their teams can now authenticate and communicate easily and efficiently. Thanks to the CallTower and Five9 relationship, they worked together to provide a comprehensive range of unified communications, collaboration, and contact center solutions to optimize this businesses communications and customer engagement.