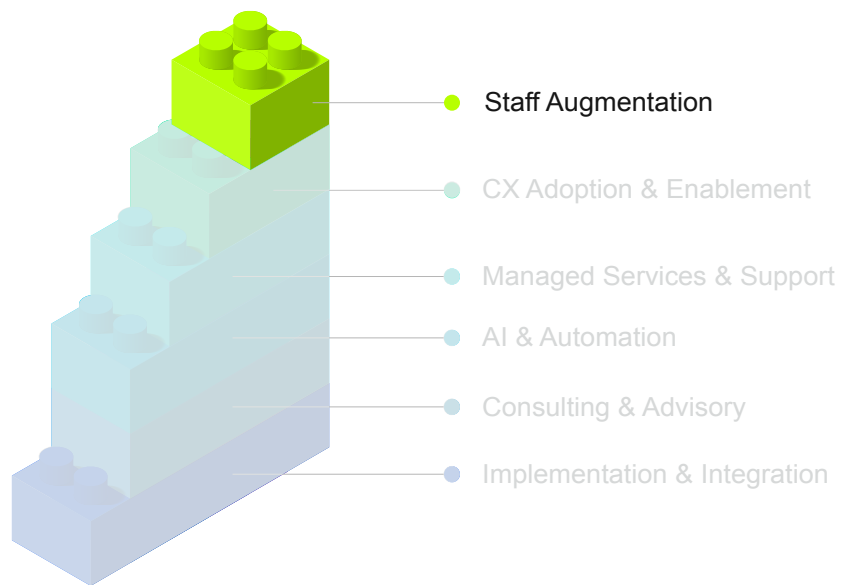


Staff Augmentation Services

Specialized CX Expertise, When and Where You Need It

Deploying new technology is only the first step. Success depends on how effectively employees adopt new tools, workflows, and AI-powered capabilities.

CallTower helps organizations bridge the gap between implementation and business value through adoption strategies, workforce enablement, training, coaching, and knowledge transfer that drive lasting behavioral change and long-term success.



Why Organizations Use Staff Augmentation

Organizations turn to Staff Augmentation when they need:

01	Specialized CX and contact center expertise	05	Temporary coverage for resource gaps
02	Additional project capacity	06	AI and automation expertise
03	Support for migrations and implementations	07	Operational continuity during periods of change
04	Faster project delivery	08	Access to specialized skills not available internally

Benefits of Staff Augmentation



Deep CX, AI & Workforce Optimization Expertise: Access professionals with experience across leading CCaaS, AI, and workforce optimization technologies.



Accelerate Delivery: Bring experienced specialists into projects quickly without lengthy hiring cycles.



Reduce Project Risk: Leverage experts who have supported complex deployments, migrations, integrations, and CX transformation initiatives.



Faster Time to Value: Resources integrate into existing teams quickly, helping organizations maintain momentum and meet project timelines.

Available Profiles

CallTower provides access to experienced professionals across every stage of the CX lifecycle, including:

- Business Analysts
- Project Managers
- Solution Architects
- Functional Consultants
- Engineers & Integration Specialists
- Training & Adoption Specialists
- AI & Automation Specialists

Supported Platforms & Technologies

CallTower provides experienced resources across leading customer experience, AI, and workforce optimization environments.

Genesys | Parloa | Aspect



The CallTower Advantage

Unlike traditional staffing firms, CallTower provides access to experienced CX, AI, and workforce optimization professionals backed by a broader consulting, implementation, and managed services organization.



Simplify Multi-Vendor Communications: Consolidate cloud voice, collaboration, mobility, and customer experience solutions with one experienced global provider.



Proven expertise across leading CCaaS platforms: Deep experience deploying and integrating Genesys, Five9, Webex Contact Center, Zoom Contact Center, CT Contact Center, and Ascend Teams Contact Center.



Consulting-led AI delivery model: Strategy-first approach that aligns AI initiatives to business goals before design and deployment.



End-to-end implementation and lifecycle ownership: From architecture and integration to deployment, optimization, and long-term management.



Advanced integration across your technology ecosystem: Seamless connectivity across UC, CCaaS, CRM, ERP, WFM, and analytics platforms.



In-house AI practice driving real CX outcomes: Dedicated team delivering Virtual Agents, Agent Assist, and agentic AI tailored to real use cases.



Security, governance, and scalability built in: Designed for enterprise environments with compliance, data protection, and operational control.



Flexible engagement model: Available with CallTower licensing or as a standalone professional services engagement.



Global delivery with enterprise-grade execution: Supports complex, multi-region deployments with consistent delivery and minimal disruption.

+ Extend Your Team with CX Experts

Whether you need solution architects, engineers, consultants, project managers, trainers, or AI specialists, CallTower Staff Augmentation Services provide the expertise needed to keep projects moving and business priorities on track.



Accelerate CX initiatives. Fill critical skill gaps. Access specialized expertise when and where you need it. **Talk to a CX Services Expert today.**