

# CallTower's App for Zoom

## Product Guide

Customer Focused and Zoom Approved

CallTower delivers a unified, simplified, fast and high-quality Zoom Calling experience. Zoom's Calling allows you to redirect your existing voice circuits, trunks and DIDs with CallTower to the Zoom cloud. Through CallTower Connect a revolutionary provisioning platform that enables admins and users to easily personalize and control their CallTower services and solutions. Give your communications platforms a voice with purpose-built cloud collaboration with our award-winning, world-class, carrier-grade PSTN voice.

### Enable Your Own Zoom Calling Service

By interfacing with the ZOOM API through CallTower Connect and acting as the "front end" for a partner's network, CallTower does all the heavy lifting, essentially meshing CallTower's carrier-grade redundant network delivering the most optimal routing and resilient delivery of services through Zoom Calling.

#### zoom

CallTower's App for Zoom is a unified, simplified, fast high-quality calling experience. Zoom bring your own carrier (BYOC) allows you to keep your current PSTN provider so you can redirect your existing voice circuits/trunks to the Zoom cloud.

#### CONNECT calltower

CallTower Connect is a revolutionary provisioning platform that enables admins and users to easily personalize and control their CallTower services and solutions.

#### GLOBAL PSTN

Global PSTN – give your communications platforms a voice with purpose-built Cloud Collaboration with our award-winning, world-class carrier-grade PSTN Voice.

CallTower's App for Zoom delivers voice connectivity through a geo-redundant voice network, enabling Zoom as a corporate telephone system. With a direct connection between Zoom and CallTower's cloud-based global voice network, CallTower offers seamless integration enabling a secure, resilient and cost-effective managed voice service that is customer focused. CallTower empowers customer experience with unified, simplified, high-quality Zoom Calling and 24/7/365 support. CallTower's App for Zoom also provides instant access for placing new orders and checking on placed orders via CallTower Connect.

CallTower's App for Zoom is a global calling solution that delivers services to 85+ Countries and 6000 cities using high quality Calling Line ID (CLI) routes – providing simple, global landline and mobile calling. Empowering Business with 25+ Integrations

Dedicated Telecom Team with more than 20+ years of porting experience

Providing Phone Services in 85+ countries

Global Calling

Partnered with 21 carriers globally

Network and platforms are completely optimized for voice

DID Reporting tools

DID Routing

Daily CDRs

Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner

Call Analytics

E911 Provisioning

Contact Center and CRM Integration

SIP Trunk Management

Direct Connectivity to Zoom

Currently Managing 500,000+ DIDs

And more...

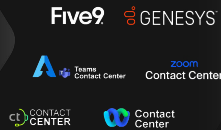
# CallTower's App for Zoom:

CONNECT<sup>®</sup>  
calltower

## UCaaS / Global Voice



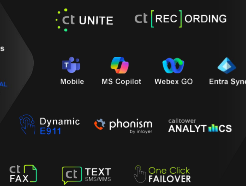
## CCaaS



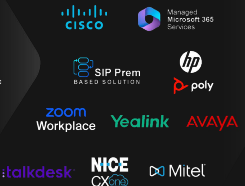
## CX / AI



## Integrations



## Collaborations / SIP



calltower

# zoom one

## Zoom Meetings

Bring teams together over video with smart features that make it easy to share information and look and sound your best.

## Zoom Chat

Group and 1:1 messaging to keep projects moving outside of calls and meetings with file sharing, integrations, and more.

## Zoom Phone

Place and accept calls from your desk phone, mobile or softphone, send SMS texts, and manage multiple calls at once with ease.

## Zoom Whiteboard

Brainstorm, share ideas, and plan with our virtual whiteboard that works across devices and products.



## Zoom Events

Trusted Video Platform // Simplified Experience // Engaging Solution



## Zoom Contact Center

An omnichannel cloud contact center solution optimized for video. Zoom Contact Center helps businesses deliver prompt, accurate, and highly personalized customers experiences that drive loyalty

### Redefine your customer engagements and enhance agent experiences:

Intelligent self-service and routing provides instant, accurate resolution 24/7 and reduces call volume with conversational AI chatbot

### One experience for unified communications and contact center:

Easily reach back-office experts while engaging with customers

### Video optimized high-touch engagements:

Built-in video helps you solve issues faster with screen share, file share and chat

**Let's Connect**