calltower

CT | CLOUDunite

Integrate Your Applications

SIMPLIFY YOUR UCAAS WITH INTEGRATED APPLICATIONS

CT Cloud Unite provides integration to an unprecedented range of business and contact-orientated applications, offering a standard set of features with a huge range of popular cross-vertical and vertical-specific applications.

REACH THE FULL POTENTIAL OF HOSTED TELEPHONY SOLUTIONS

This far-reaching integration solution will improve the quality and professionalism of your call handling and the caller's experience. It increases the productivity and collaboration of phone system's users and reduce the time and costs involved with making and receiving large volumes of calls. CT Cloud Unite helps realize the full potential of hosted telephony solutions.

CT | CLOUDvoice

CT Cloud Unite is a client-only solution, specifically designed for CallTower's hosted Cloud Voice platform and is easy to install, configure and upgrade.

Watch the Video

CRM INTEGRATIONS

salesforce
ORACLE
HubSpot
Microsoft Dynamics
SUGARCRM
NETSUITE
:copper
ZOHO

DESKTOP INTEGRATIONS

Skype for Business
Outlook
Google Contacts
oak innovation
search.ch
IBM Notes

FEATURE LIST

Click-to-dial

A comprehensive range of click-to-dial techniques is standard with CT Cloud Unite, enabling significant time savings within your favorite applications. You can even train it to work with applications we know nothing about.

Contact Popping

If a caller is located in an integrated application, you will see full contact information details quickly “pop-up” on screen.

Caller Preview

Caller Preview is enabled for both inbound and outbound calls, if a match for the caller is located within the integrated directories the caller’s summary details are displayed on screen. This allows the you to see full details before you answer the call.

Activity Logging

Record activity in business applications for all inbound and outbound calls. This feature is currently available within a limited business applications.

Address Book

Details of a new caller can be easily saved in your personal directory. Integrated applications can be searched and dialed from the results.

Recent & History Lists

Easily view a list of your most recent inbound and outbound calls, and/or view a more comprehensive call history list. Any telephone number in these lists can be redialed with a single click.

Note Taking

Quickly and easily add call notes to the business system.

Licensing

CT Cloud Unite comes in two license versions: “Express” and “CRM”. Both versions offer the same click-to-dial functions, call history, and contact searching with pop-up integration with Microsoft Outlook, Lotus/IBM Notes and Google Contacts. The CRM version offers the same contact searching with information pop-up integration into additional business applications and systems.

ABOUT CALLTOWER

CallTower exists to enable people to easily connect to transact business communications. Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications solutions for growing organizations worldwide. CallTower provides, integrates and supports industry-leading, cloud-based, Unified Communications and Collaboration solutions, including Cisco® Unified Communications, Native Skype for Business, Microsoft® Teams, CT Cloud Voice, Office 365, CT Cloud Meeting powered by Zoom for business customers.

CallTower enhances our clients’ strategic and operational capabilities by integrating VoIP service, mobile applications, email hosting, unified messaging, instant messaging, audio, web and video conferencing, collaboration tools, contact center, cloud services and global networks solutions into one reliable platform.