calltower

CT | CLOUDUnite

INTEGRATE YOUR APPLICATIONS

NATIVE Microsoft Teams DIRECT ROUTING

CT Cloud Unite integrates with **CallTower's Native Microsoft Teams Direct Routing** delivering 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 apps. Most notably, CT Cloud Unite for Teams includes both **CRM integration** for easy access to client information and **Contact Popping** for instantaneous 'pop up' access to contact information on screen.

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

Watch the Video

CRM INTEGRATIONS

salesforce
ORACLE
HubSpot
Microsoft Dynamics
SUGARCRM
NETSUITE
:copper
ZOHO

DESKTOP INTEGRATIONS

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

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

The support and patronage of our customers gets us out of bed in the morning and inspires us to exceed expectations.

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® HCS and CUCM in a private cloud environment, Microsoft® Teams Direct Routing and Native Skype for Business, CT Cloud UCaaS, Office 365 and CT Cloud Meeting powered by Zoom for business customers.