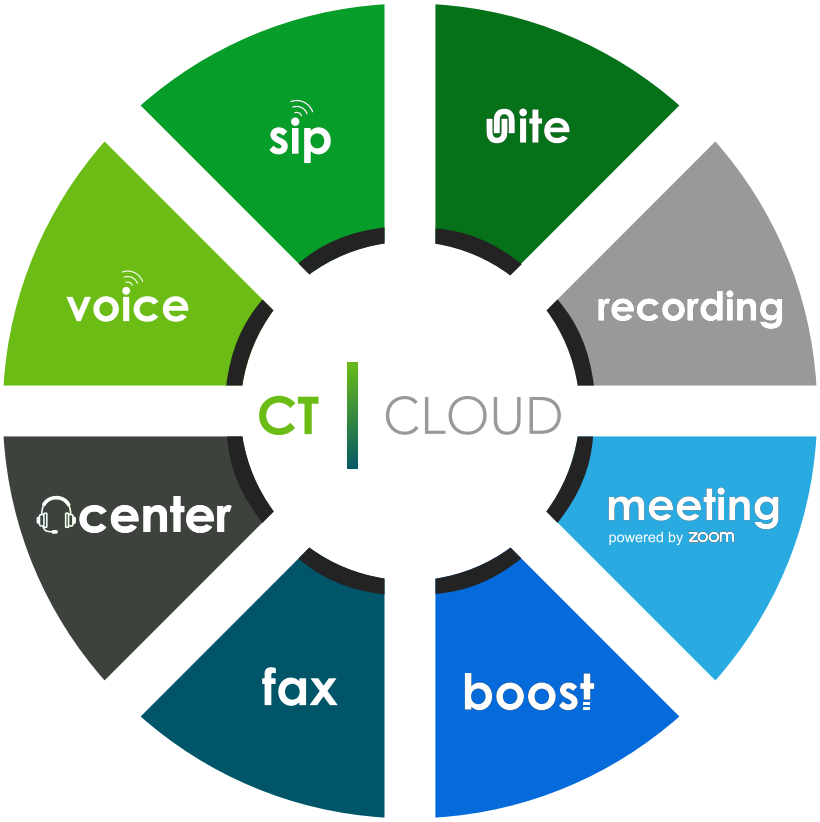
calltower

CT | CLOUD

SOLUTIONS

EMPOWERING DYNAMIC CLOUD COMMUNICATIONS

For business customers, managing communications and increasing productivity in today's dynamic, distributed, mobile economy is extremely challenging. With CT Cloud solutions, network operators can support customers of any size to meet these challenges by quickly and reliably delivering feature-rich, high-quality, and secure business communications solutions.



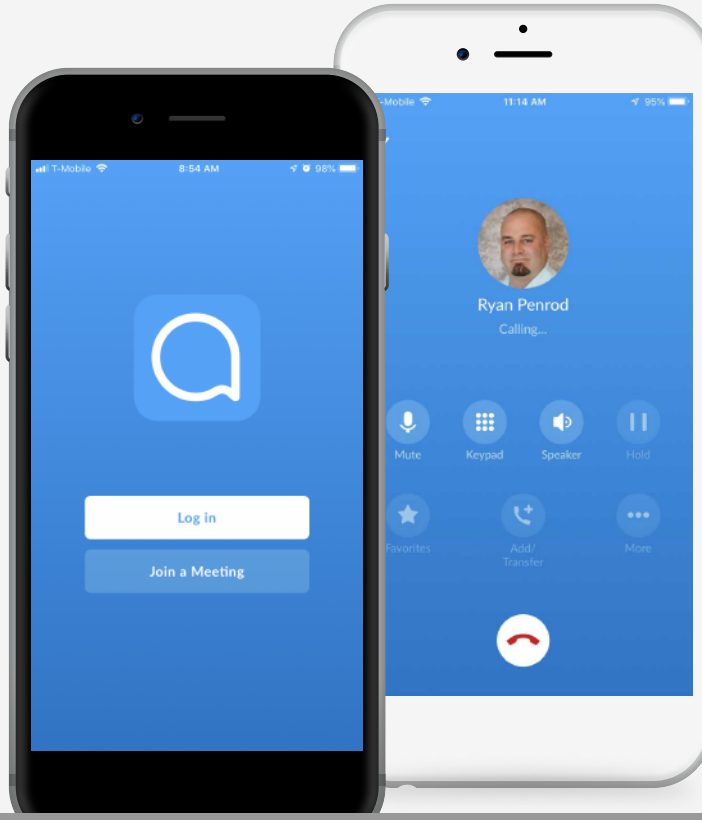
CT | CLOUDvoice

GREAT FEATURES AND **ROCK SOLID STABILITY**

CT Cloud Voice is a powerful UC application that enables carriers to extend their business telephony services directly to an end user's laptop, desktop or portable device or handset. These endpoints present the actual calling features, dial plans and outgoing caller ID of the twinned office phone. Ideal for remote workers and mobile workers who are increasingly bringing their own devices (BYOD).

THE FEATURES

- HD Voice and Video Calling
- SMS texting with file sharing and presence
- Powerful pre-call and in-call control features
- Identical calling features and caller ID on all devices
- Applications for Windows, MacOS, iOS and Android
- Unique network management tools and analytics



CT | CLOUDsip

LOWER COST, **MORE FLEXIBILITY**

CT Cloud SIP Trunks provide one concurrent call and includes inbound usage. With features such as 911, directory listing and caller name. Our SIP DID Packages combine the most popular SIP features and provide concurrent calls equal to twice the number of DIDs.

911 NOTIFICATIONS

Provides an extra level of safety and protection by notifying people in your organization via phone and email when someone makes a 911 call

PHONE SYSTEM COLOCATION

Colocate your phone system in our data center for security and business continuity. Colocation also puts your phone system right where your SIP services are, so there's less latency and better voice quality.

AUTO-ATTENDANT FOR FAIL-OVER

Should your phone system fail, you can fail over to our auto-attendant in the Cloud to provide uninterrupted service to your callers.

SIP EDGE ROUTER

Our SIP edge routers reserve bandwidth for voice so call quality is maintained even when bandwidth utilization exceeds available capacity

ROBO CALL BLOCKING

SMS TEXT MESSAGING

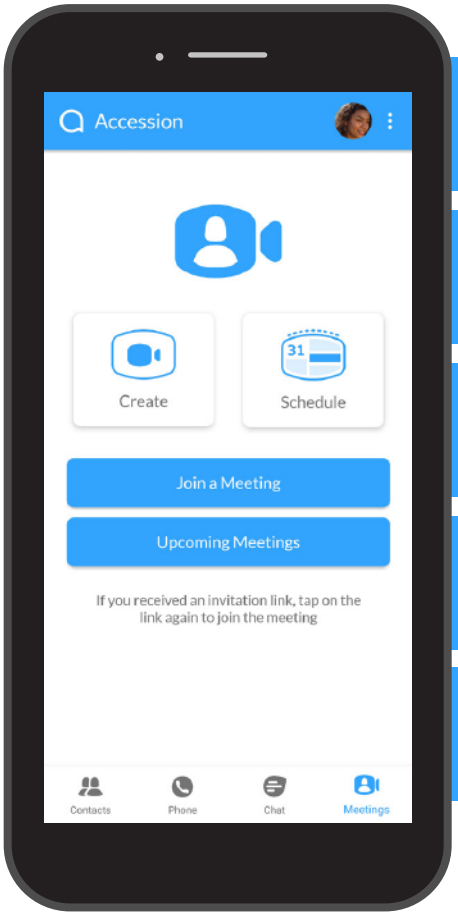
ADVANCED CALL FORWARDING

CALL SCREENING CAPABILITY

CT CLOUDmeeting powered by zoom

CT Cloud Meeting (powered by Zoom) is a cloud video conferencing and collaboration solution for desktop and mobile. Start or join a meeting with crystal-clear, face-to-face video, high quality screen sharing, and instant messaging.

A COMPLETE SOLUTION FOR WEB & VIDEO CONFERENCING



- Fully integrated Cloud Voice UC collaboration to 500 attendees
- Standalone web & video conferencing to 500 attendees
- Full-feature webinars up to 10k participants
- Low cost conference room systems
- H.323 & SIP room connectors

CT | CLOUDcenter
Contact Center Solution

FULL-FEATURED, **POWERFUL, AND COMPLETE**

The CT Cloud Contact Center solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics.

Data Center

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16

Quality Management

- Call recording (with agent notes)
- Screen recording with playback
- Live monitor, whisper, barge-in
- Agent & web chat logs
- Agent coaching & evaluation

Call Center Queues

- Call center queue management & virtual queuing
- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back & click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/email alerts

Workforce Management

- Forecasting & scheduling
- Schedule optimization
- Vacation automation & shift-trade portal
- Real-time adherence view & reporting

Call Center Group

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service

Reporting & Analytics

- Real-time stat display & bulletin board
- Real-time graphical dashboard Custom agent activities
- Custom multi-level dispositions
- Detailed call & agent statistics
- Scheduled reports
- Customized contact center reports

CT | CLOUDboost

CT CLOUD BOOST IS BETTER THAN OTHER OPTIONS FOR:

Internet Failover and Optimization

Thousands of cloud-based apps including Office 365 and CRMs

Load Balancing and Quality of Service (QoS)

Site-to-Site VPN Foundation

CT Cloud Boost will improve overall performance and utilization for thousands of cloud-based applications, including:

With CT Cloud Boost Access Network, VoIP calls, virtual desktop sessions, credit card payments, and all other applications gain the benefits of our Same-IP Failover and Dynamic QoS. This means calls stay clear, virtual desktop is snappy, credit card payments are quick, and no sessions drop.

CT | CLOUDfax

With CT Cloud Fax and CT Cloud Fax Complete solutions, you can send and receive faxes within Outlook, Gmail, Apple Mail and many other email systems. Customers can choose between DID numbers, Toll free numbers, unlimited inbound or unlimited inbound + outbound. Faxing is as easy as attaching a document to your email and clicking send; no dedicated fax lines and no additional hardware.

CT Cloud Fax Benefits:

- Send and receive faxes from email with Outlook, Gmail, Office 365, and other email systems
- Securely receive faxes from a local or toll-free number with SMTP over TLS.
- Quickly attach and send via secure email via our simple email client integration.
- Receive faxes as PDF or TIFF files.

CT | CLOUDrecording

The process of evaluating all business practices and customer service levels to ensure that customers are receiving the best quality experience is crucial. Evaluating agent performance and enforcing defined quality standards for interactions are key to this effort.

With CT Cloud Recording you are able to identify customer needs and expectations, and identify training needs for your team.

In a UCaaS environment, there are many occasions that recording is of great value or simply required. With CT Cloud Recording you are able to record calls on-demand, or automatically from a single platform.

CT | CLOUDunite

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

CT Cloud Unite will:

- Improves the quality and professionalism of your call handling and the caller's experience
- Increase the productivity and collaboration of your phone system's users
- Reduce the time and costs involved with making and receiving large volumes of calls
- Realise the full potential of your hosted telephony solution

CONNECT

CallTower enables our Customers to manage rapidly-changing technologies through CallTower Connect - a user friendly portal, created and developed in-house. This proprietary system ensures our Customers have the ability to administer services without expertise in any one technology or hiring outside consultants to manage their UCaaS platforms.

Connect seamlessly integrates with our robust Microsoft, Cisco and CT Cloud solutions. This integration allows our customers to easily manage their solutions without expertise in programs like PowerShell, CUCM and others.

- Admin Portal
- User Portal
- Voicemail
- Password Sync
- AD-Sync
- Audio Conferencing
- Hunt Groups
- Analytics
- Email
- Auto Attendants