calltower

Microsoft Gold Partner

calltower

Microsoft Teams

CALLING PLANS

CALLTOWER DELIVERS NATIVE INTEGRATED OFFICE 365

MICROSOFT TEAMS EXPERIENCE

NATIVE OFFICE 365 MICROSOFT TEAMS EXPERIENCE

CallTower was the first solution provider to deliver a Native Office 365 Microsoft Teams experience with global calling plans empowered by a 24/7/365 US-based client services team. This solution ensures a personalized implementation, adoption, training and support strategy.

As a Microsoft Gold Partner, CallTower's monitoring and management services provide the highest quality user experience. The Microsoft Teams Phone System powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Direct Routing.

CallTower delivers missing key Microsoft Teams UCaaS feature gaps and functionality that is not available through other providers. CallTower's Direct Routing ensures the ability to leverage preferred rates and unlocks the full potential of a Microsoft Teams Phone System.

WHY CALLTOWER'S VOICE VERSUS MICROSOFT?

- Network is Completely Optimized for Voice
- Re-Route Phone Numbers when Microsoft has an Outage
- Host & Manage SBC Equipment
- GCC High
- Enterprise Security and Compliance
- Emergency Services in 36 International Countries
- Direct Routing as a Managed Service
- All Your Communications in One Place

WHY CALLTOWER FOR MICROSOFT TEAMS?

DID'S MANAGEMENT

- Seamless Porting between any PBX to Teams by CallTower

EXCLUSIVE WITH CALLTOWER

- GCC High
- CT Cloud Voice
- CT Cloud Boost
- CT Cloud Meeting
- CT Cloud Fax
- CT Cloud Contact Center

EXPERIENCED MICROSOFT PARTNER

- Migration path by CallTower to Microsoft Teams
- Centralized Call Recording for Compliance & Quality Management
- Live Training
- 24/7/365 US-Based Support

CERTIFIED DIRECT ROUTING PARTNER

- No Equipment Needed

CALLTOWER DIRECT ROUTING

STAY CONNECTED

Chat, text, calls and meetings within your team, in private or small group conversations + guest access to extend collaboration.

SEAMLESS PORTING

Port between any PBX to CallTower's Teams Direct Routing.

INTEGRATED APPS

Expose your team to all applications that are part of the O365 software stack from within Teams

CHANGE MANAGEMENT

Guidance with deployment, resource planning, technical readiness, live training and adoption to ensure success.

MICROSOFT TEAMS ADD-ON SOLUTIONS:

CRM INTEGRATION FOR MICROSOFT TEAMS

CT | CLOUDUnite

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.

SMS TEXT FOR MICROSOFT TEAMS

CT | TEXT

Send and receive SMS from Microsoft Teams with CT TEXT. Connect instantly with your contacts in Outlook, Active Directory, SharePoint, and with your MS Teams channel members.

WHAT'S INCLUDED IN CT TEXT FOR MICROSOFT TEAMS

- Contact Manager App
- Group Inbox
- Virtual Number
- Secure Access
- Your Own Number
- Text Messaging Bot
- Text Multiple Contacts
- Text Translation
- Messaging Archive

GCC HIGH

Our Teams Direct Routing has been enabled to meet the unique and evolving requirements of contractors holding or processing US Department of Defense (DoD) controlled unclassified information (CUI) or subject to International Traffic in Arms Regulations (ITAR).

We are enabling Audio Conferencing with Microsoft Teams Direct Routing for GCC High with Audio Codes Session Border Control (SBCs) for Security.

ABOUT CALLTOWER

Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions for growing organizations worldwide. CallTower provides, integrates and supports industry-leading, cloud-based, UCaaS and CCaaS solutions, including Cisco® HCS, Cisco® Webex, Native Microsoft® Teams Direct Routing, Microsoft® Office 365, Enterprise Hosted Skype for Business, CT Cloud Voice, CT Cloud Boost, CT Cloud Meeting powered by Zoom and Cloud Contact Center 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.

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