Contact Center Solutions

Seamless integration with CallTower IP Voice services to deliver full feature contact center solution

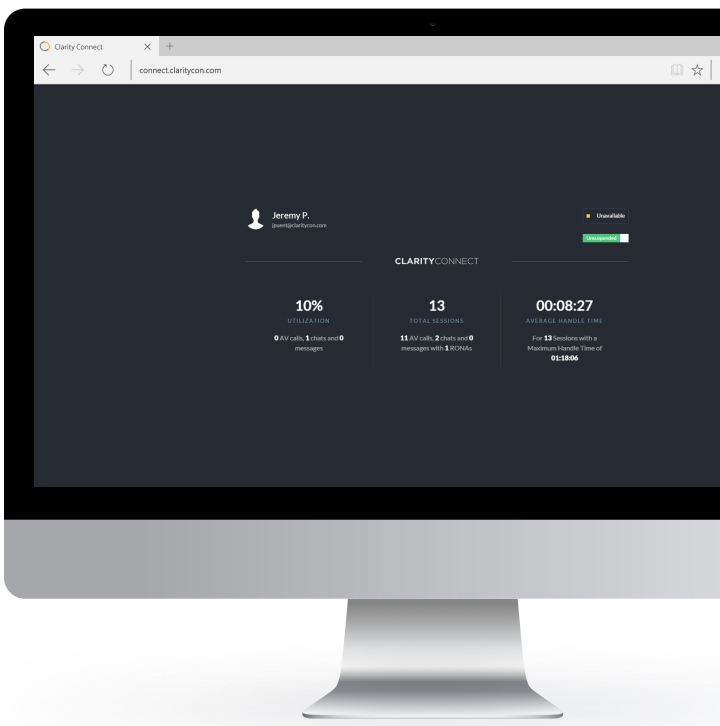
CLARITYCONNECT

THE BEST CONTACT CENTER FOR OFFICE 365 & SKYPE FOR BUSINESS

Clarity Connect is native to Skype for Business, so it extends the functionality of Skype for Business rather than replicating it, and expanding the communication and collaboration capabilities of the platform you already have in place. This allows you to leverage your investment in Office 365 and Skype for Business while still garnering all the advantages of a cloud contact center.

KEY FEATURES

- Federation
- Intelligent Routing
- Reporting
- Application Integrations



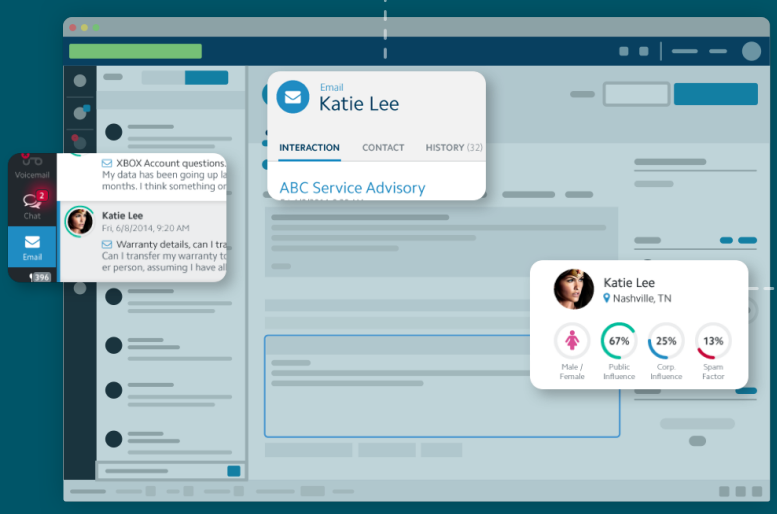
Five9

BLENDED CLOUD CONTACT CENTER

Get all the benefits of feature-rich, on-premise systems with none of the hassle. The Five9 Virtual Contact Center (VCC) suite gives your people the tools they need to make powerful customer connections while delivering the results your business requires.

With the Five9 Blended VCC suite, you receive all the features and benefits you've come to expect from on-premise contact center infrastructure systems, with none of the complexity and long deployment times. And unlike many other cloud contact center infrastructure vendors, the Five9 VCC suite is built entirely from the ground up for the cloud.

Easy Access
Everything the agent needs is accessible from one screen



Improved Response Rates
Alerts notify agent when interaction requires immediate attention

Customer Insights
Rich visualization of customer profile for text interactions

CALLTOWER CONTACT CENTER SOLUTIONS

CT | CLOUDcenter
Contact Center Solution

FULLY-FEATURED AND COMPLETE END-TO-END **CLOUD CONTACT CENTER**

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.

FRESH, DYNAMIC AND USER FRIENDLY

Contact Center solution can be complex, optimizing them shouldn't be. With CT Cloud Contact Center's user-friendly interface and graphical dashboards, enabling your staff to achieve your customer contact goals is easier, more accessible, and more enjoyable than ever before.

Improve your network performance with...

CT | CLOUDboost

Learn More

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 Manager, Native Skype for Business, Microsoft® Team, CT Cloud Voice, Cloud Contact Centers, Office 365, Zoom Video Communications 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.

www.calltower.com // sales@calltower.com // (800) 347-5444

calltower