

CALLTOWER'S PORTFOLIO

STAY CONNECTED.
STAY AHEAD.

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With the evolution of the telecom industry, CallTower has expanded into a hosted unified communications and collaboration solution provider; changing the way people communicate around the world.

Our mission is to enable people to easily connect and get work done.

ONLINE PROVISIONING IN

UCaaS Solutions



CCaaS Solutions



Collaboration



Integrations

 **webex**
by CISCO

 Microsoft Teams

 VOICE/SIP

 **Five9**

 CONTACT
CENTER

 Contact Center

 **MEETING**
POWERED BY ZOOM

 **webex**
by CISCO

 Office 365

 **zoom** SD-WAN

PSTN Connectivity

 **InformaCast**

 **GENESYS**

 **Atmos**

 **NICE**
CX



The support and patronage of our customers inspires us to exceed expectations. 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 and Contact Center solutions for growing organizations worldwide.

CallTower provides, integrates and supports industry-leading solutions, including Microsoft® Teams Direct Routing, Operator Connect, Office 365, GCC High Teams Audio Conferencing and PSTN, Cisco® Webex Calling / UCM, Cisco® CCPP, CT Cloud UCaaS, CT Cloud Meeting powered by Zoom and four contact center options, including Five9 for business customers.

Our unmatched implementation and support teams have deployed and supported thousands of users, enabling solutions around the corner and across the globe. All projects receive a designated product manager who secures a seamless implementation and training success plan.

CallTower has expanded its reach to over 70+ countries.

ENTERPRISE QUALITY - FEATURE RICH SOLUTIONS

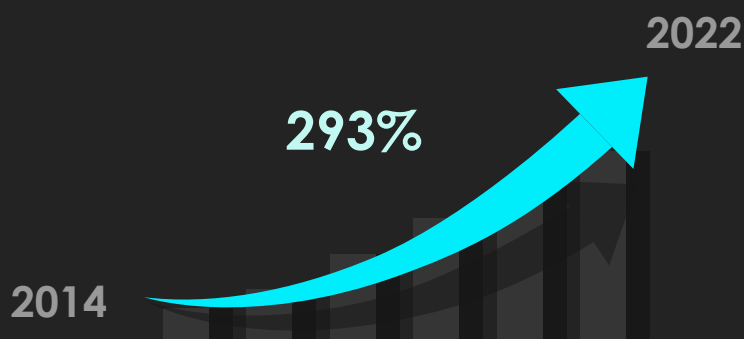


CallTower ensures that businesses reach their full communication potential and stay competitive, with the most advanced capabilities in today's changing market climate. With easy-to-use business communication technology tools that support mobility, messaging, conferencing and presence management. We enhance strategic and business operational capabilities by integrating only the best unified communications suite of products. All CallTower solutions are easily provisioned in the online portal, Connect.

UC SOLUTIONS CENTER

We are here to help! CallTower's support experts are available 24/7/365 via, phone, email and chat or go to www.uc.solutions to receive an array of helpful tips giving a better understanding of how to get the most out of your CallTower services and features.

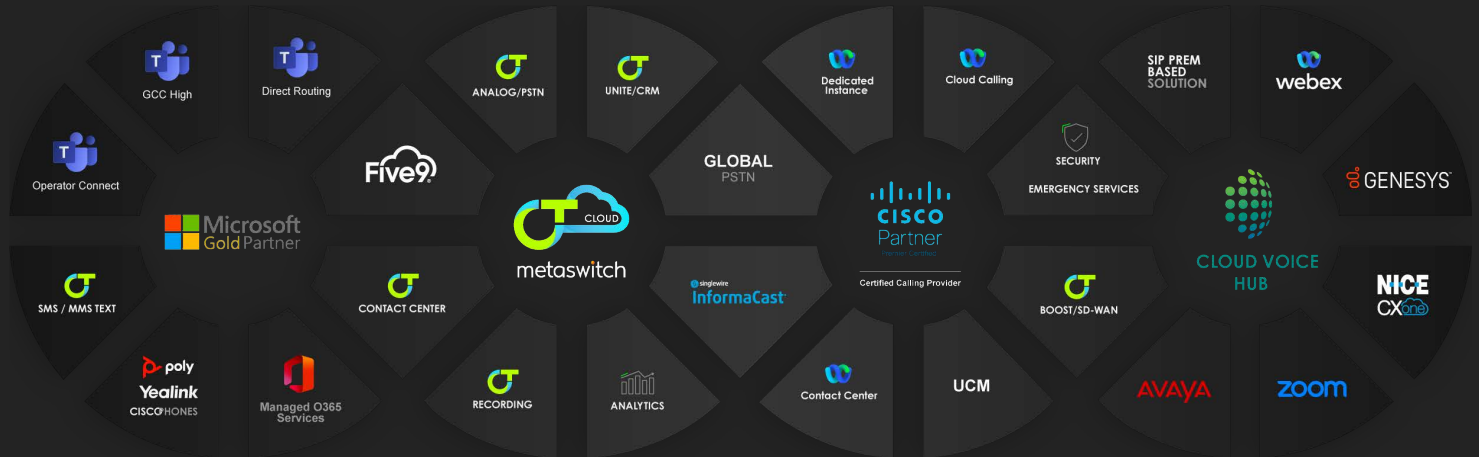
CALLTOWER'S REVENUE GROWTH



When reviewing a vendor to support your on premise PBX client, there is no better choice than Calltower. It is not simply the ease of installation and the five nines reliability, it is all about the ongoing support. Recently had an issue with a customer's on Premise PBX. Calltower was able to help diagnose the problem. It was not an issue with Calltower. They were able to provide insight about an on premise device that was handing out IP addresses. Their support separates them from the rest.

Dennis S. - Trusted Advisor

Organization Control: Admin/User/Mobile App | CallTower Tools: Catalog/Quote



ALL-IN-ONE PORTAL & SINGLE BILL

Proprietary technology to quote, deploy and manage integrated best of breed solutions



- Partners since 2008
- Microsoft Gold Partner
- Certified SPLA Partner
- Cloud Service Provider since 2014
- Running Skype for Business server 2019
- Native Teams Direct Routing
- Top 100 CSP Growth partner for five - years running.

- Meta switch
- Hosted PBX UC
- SIP-Trunking
- Class5 Telco Switching
- Geo Redundant & Carrier Grade
- Key integrations
- CT Cloud Meeting powered by Zoom

- Partners since 2002
- Cisco Premier Partner
- Certified Cisco Webex Calling for VARs – Cloud Connected PSTN (CCPP) | Americas, EMEA & APAC
- Certified Advance Collaboration Architecture Specialized Partner
- Webex Calling / UCM
- Webex Contact Center, CCPP
- Cisco certifications held: CCENT, CCNA/CCDA, CCDP/CCNP, CCPP, SP



UCAAS AND PBX SOLUTIONS



NATIVE OFFICE 365 MICROSOFT TEAMS EXPERIENCE

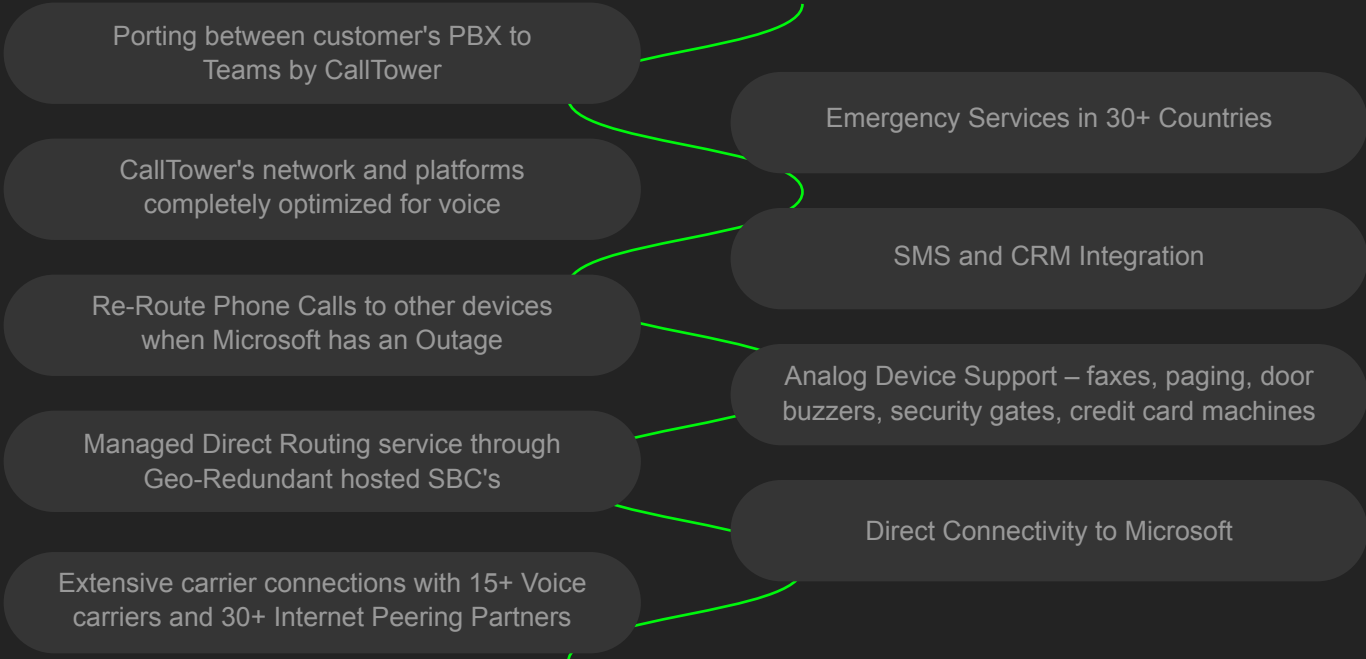


CallTower was the first solution provider to deliver a Native Office 365 Microsoft Teams experience with global calling plans empowered by a 24/7/365 client services team. This solution ensures a personalized implementation, adoption, training and support strategy.

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 FOR TEAMS?



CallTower made the transition to Teams Direct Routing Phone System seamless for our users. By performing all the necessary setup in Office 365 prior to, and at the time of, the migration, and conducting training sessions for our users, they provided a real turnkey solution for our new phone system.”

- Allen Press, System Administrator
Supervisor, Richard Wilhite

MICROSOFT TEAMS DIRECT ROUTING FOR GCC HIGH



CALLTOWER IS THE ONLY PROVIDER THAT ENABLES TEAMS AUDIO ON GCC HIGH

GCC High is the dedicated Office 365 cloud configured to meet the unique and evolving requirements of contractors holding or processing DoD controlled unclassified information (CUI) or subject to International Traffic in Arms Regulations (ITAR). CallTower is currently the only provider that enables voice in GCC High.



As organizations become more complex their employees need smarter, and better ways to collaborate. This experience should connect people, information and their teams. Cisco UC offers this experience – and it is the most secure IP telephone system available. CallTower’s Cisco solutions provide the ultimate unified communications capability for all businesses, no matter how small or large. It delivers a seamless user experience with high-quality, scalable web and video capabilities. CallTower’s Cisco offerings are easy-to-use business communication technology tools that support mobility, messaging, conferencing and presence management.

CALLTOWER - A SIGNIFICANT CISCO CLOUD PARTNER

CallTower is a certified service provider (SP) to enable Cisco’s global cloud calling initiative.

CallTower’s global SBCs peer with every Cisco SBC, globally to provide PSTN connectivity to every open market

CallTower enables Cisco’s success with global enterprise deployments as a sole-source provider

CallTower is structured to support: Global PSTN to Cisco’s Webex products, including all forms of Calling, Contact Center and Cisco’s emerging HCS-based UCM offering.

This strategy has positioned CallTower as a Cisco-promoted global PSTN provider to every Cisco VAR, globally offering its version of Webex Calling/Contact Center

CallTower is a Certified Cisco SP for: Full Cloud Webex Calling, globally; Full Cloud Webex Contact Center, globally

This positions CallTower as a go-to partner for Cisco-direct to pursue global cloud opportunities to compete with a pure cloud solution against RingCentral, 8X8, etc.

CISCO CERTIFIED

Webex Calling

- SP version - Integrated with CallTower Global PSTN
- Global PSTN and Support

Webex Contact Center

- Integrated with Global PSTN
- Integrated with Speech IVR
- Integrated with Webex Calling

Webex Meetings and Teams

- Bundling and EA



CISCO WEBEX RELATED BLOGS

[AN EXCEPTIONAL USER EXPERIENCE](#)

[THE USER EXPERIENCE OF CISCO WEBEX](#)

[WHAT IS CISCO WEBEX](#)

Cisco Webex Teams is a business communications app that integrates critical features into a single experience. The app is designed for continuous team collaboration with video meetings, group messaging, file sharing and white boarding. Teams can get the full experience and external guests like partners, customers and experts can be added for collaboration.

CISCO WEBEX VAR ENABLEMENT

Cisco enables its VARs to offer Cisco Webex Calling by using a limited set of Cisco Certified PSTN Partners (CCPP)

CallTower is a fully certified partner, globally

CallTower as a CCPP is visible via Cisco’s ordering and design tools

CallTower’s global PSTN peers into every Cisco SBC globally as they become GA by Cisco

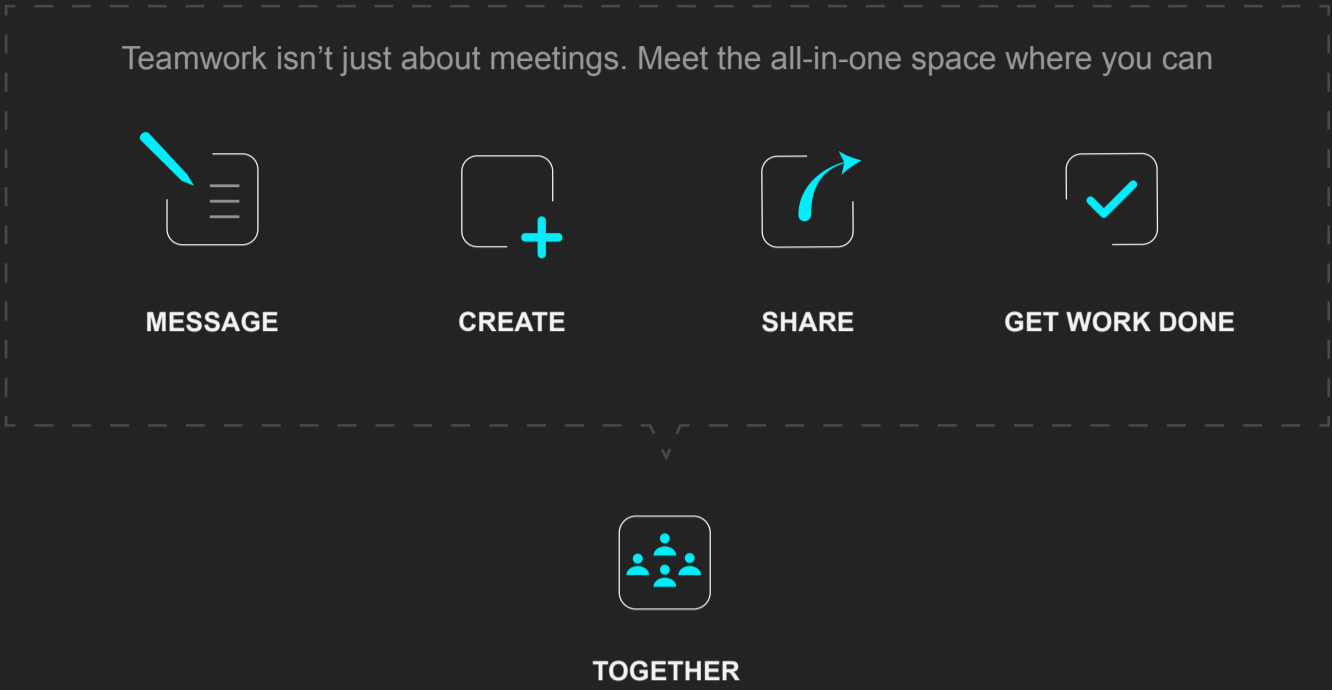
Enables Cisco Calling in every open market globally

- DID/DDI
- In country special digits
- Caller ID
- Emergency access

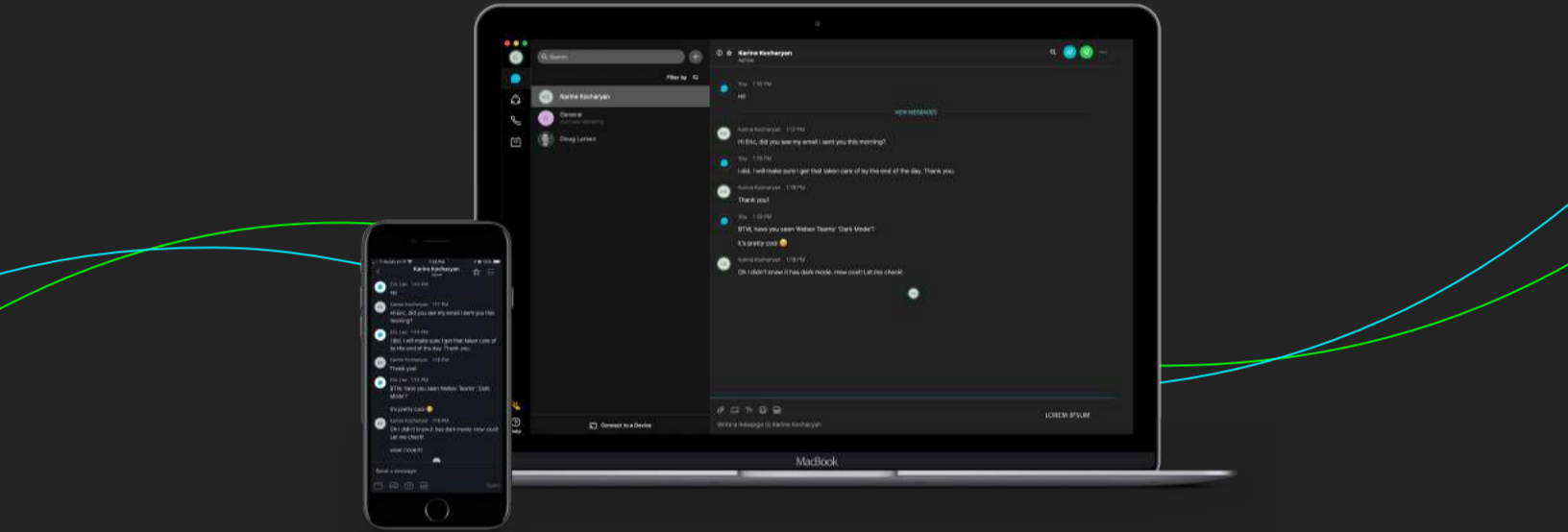
Uniquely productized to enable VAR/customer to set the number of channels required

Uniquely productized for unlimited usage and bundles

CALLTOWER’S CISCO WEBEX WITH WEBEX CALLING, UCM AND HCS CALLING



Cisco Webex Teams is a business communications app that integrates critical features into a single experience. The app is designed for continuous team collaboration with video meetings, group messaging, file sharing and white boarding. Teams can get the full experience and external guests like partners, customers and experts can be added for collaboration.



CISCO WEBEX INTEGRATIONS WITH CALLTOWER

Integrate with your existing go-to apps

Productivity tools

Project management apps

Incident management systems

Sales, marketing and social

Improve time management and work smarter with applications like Microsoft Office 365, GoogleCloud, Box, and Smartsheet.

Keep sensitive information safe with integrations to leading data loss prevention (DLP) and cloud access security broker (CASB) security and identity management solutions like Cisco Cloudlock, Symantec, Duo, and more.

Increase work efficiency in managing projects and tasks with project management tools like Jira, Asana, and Trello.

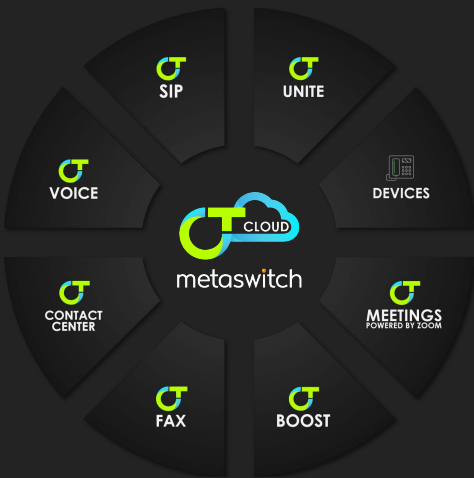
Minimize the impact to normal operations and manage service issues by creating and updating workflows in ServiceNow and Zendesk.

Make the most of your team collaboration by making updates to Salesforce and receiving notifications from Marketo, Eventbrite, SurveyMonkey, and Local Measure.

Developer tools - Make your development cycles faster and easier with repository management, code reviews, and issue tracking with GitHub, Jenkins, Azure, and Jira.

GREAT FEATURES AND ROCK-SOLID STABILITY

For business customers, managing communications and increasing productivity in today’s dynamic, distributed, mobile economy is extremely challenging. With CT Cloud Voice, 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.



FEATURES



HD Voice and Video Calling



Identical calling features and caller ID on all devices



SMS texting with file sharing and presence



Applications for Windows, MacOS, iOS and Android



Powerful pre-call and in-call control features



Unique network management tools and analytics

- View missed calls
- Listen to voicemail messages
- Manage your contacts
- Set up rules to route your calls
- Configure Voicemail to Email and Voicemail notification
- Perform many other functions

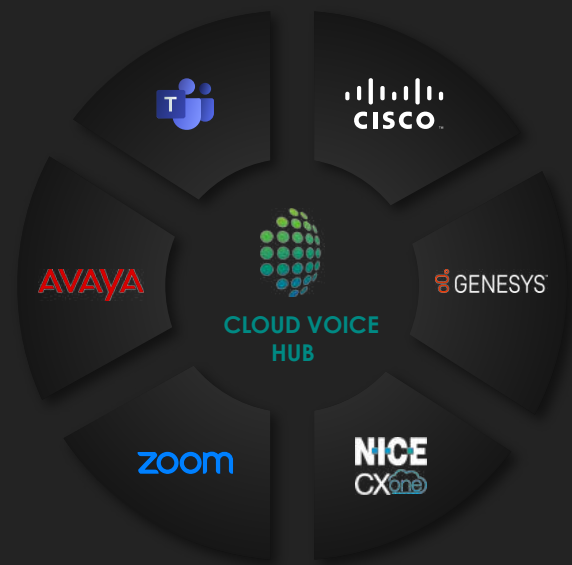


CT CLOUD COMMUNICATOR

CT Cloud Communicator 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. CT Cloud Communicator is ideal for remote workers and mobile workers who are increasingly bringing their own devices (BYOD).

PURPOSE-BUILT CLOUD COLLABORATION

Cloud collaboration, UC and Contact Center tools have quickly enabled the new remote and distributed worker environment. However, these powerful “internal” communications tools often have limited access to the “outside” PSTN and call routing integration that enable a complete, cost effective enterprise telephony solution.



Cloud Voice Hub, the evolution of CallTower’s award-winning global SIP trunking service, is purpose-built to solve these challenges. Available in over 200 countries, Cloud Voice Hub provides certified, secure cloud SIP PSTN connectivity to all major cloud collaboration, unified communications and contact center services including Cisco (Webex Calling and UCM Cloud), Microsoft Teams (Direct Routing), Genesys, Avaya, Zoom and NICE InContact.

ENTERPRISE BENEFITS:

Consolidate local PSTN in the Americas, EMEA and APAC	Single source, certified provider and PSTN management
Multi-platform on-net coordinated calling	CallTower Cloud SBCs eliminate need for customer SBCs
Zero-Outage, Globally Redundant Enterprise Service	

POLY SOLUTIONS

Poly and Microsoft make your Microsoft Teams and Skype for Business meetings work. In the office, at home or on the go, Poly delivers the broadest set of voice devices designed specifically for ease of use with Microsoft Teams. Poly voice solutions and devices feature a familiar Microsoft layout and workflow with industry-leading Poly NoiseBlock technology.

DESKTOP PHONES

Poly and Microsoft make your Microsoft Teams and Skype for Business meetings work with voice devices that are easy to use and manage.



CONFERENCE & SPEAKER PHONES

From huddle rooms to conference rooms or on the go, Poly's voice solutions make conference calls in Microsoft Teams or Skype for Business seem as natural as being in the same room.



HEADSETS & PERSONAL SPEAKERPHONES

Poly's high-quality headsets, speakerphones and software work seamlessly with Microsoft Teams are designed to be flexible to enable your teams to connect simply.



VIDEO DEVICES

Help your team collaborate from anywhere. Poly's HD video conferencing equipment helps you catch every nuance and get more done. Make every meeting count and reduce operational costs.



YEALINK DEVICES

Yealink is a global brand that specializes in video conferencing, voice communications and collaboration solutions with best-in-class quality, innovative technology and user-friendly experience. As one of the best providers in more than 140 countries and regions, Yealink ranks No.1 in the global market share of SIP phone shipments (Global IP Desktop Phone Growth Excellence Leadership Award Report, Frost & Sullivan, 2019).

DESKTOP PHONES

With the Yealink Business Phones, you can help your business benefit from the advanced telephony features, next-generation communication experience and great flexibility, and eventually unleash the power of remote collaboration and maximize the ROI.



CONFERENCE & SPEAKER PHONES

Yealink's enterprise-grade conference and speakers set new standards for sound quality and immerses conference participants in every discussion.



HEADSETS & PERSONAL SPEAKERPHONES

Yealink's headset are especially designed for Unified Communication, office, and call center professionals, featuring high-quality audio, exceptional wearing comfort, proven integration of Yealink IP phone and device management platform, ensures your every conversation a great experience.





CONTACT CENTER



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



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



CALL CENTER GROUP

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



QUALITY MANAGEMENT

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



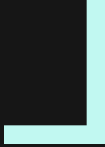
WORKFORCE MANAGEMENT

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



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



CISCO WEBEX CONTACT CENTER

BUILT FOR THE FUTURE OF CUSTOMER EXPERIENCE

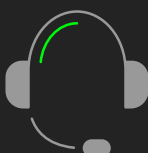
The all-new Webex Contact Center gives customers the answers they need in the channel they prefer, all with exceptional speed and accuracy. So they can reduce the stress in their day.

CORE VALUES



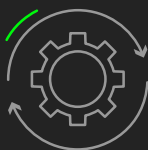
DELIGHTFUL CUSTOMER EXPERIENCES

Digital-first engagements informed by customer experience management. Let customers connect when and how they want – via chat, text, social, email, or call.



INTELLIGENT SUPER AGENTS

Super agent intelligence for an intuitive agent experience. AI-powered assistance and a new, modular agent desktop makes agents' days a breeze.



FLEXIBLE CUSTOMIZABLE PLATFORM

Next-generation, fully customizable platform. Enterprise-grade, out-the-box ready, flexible cloud contact center, from the market leader.

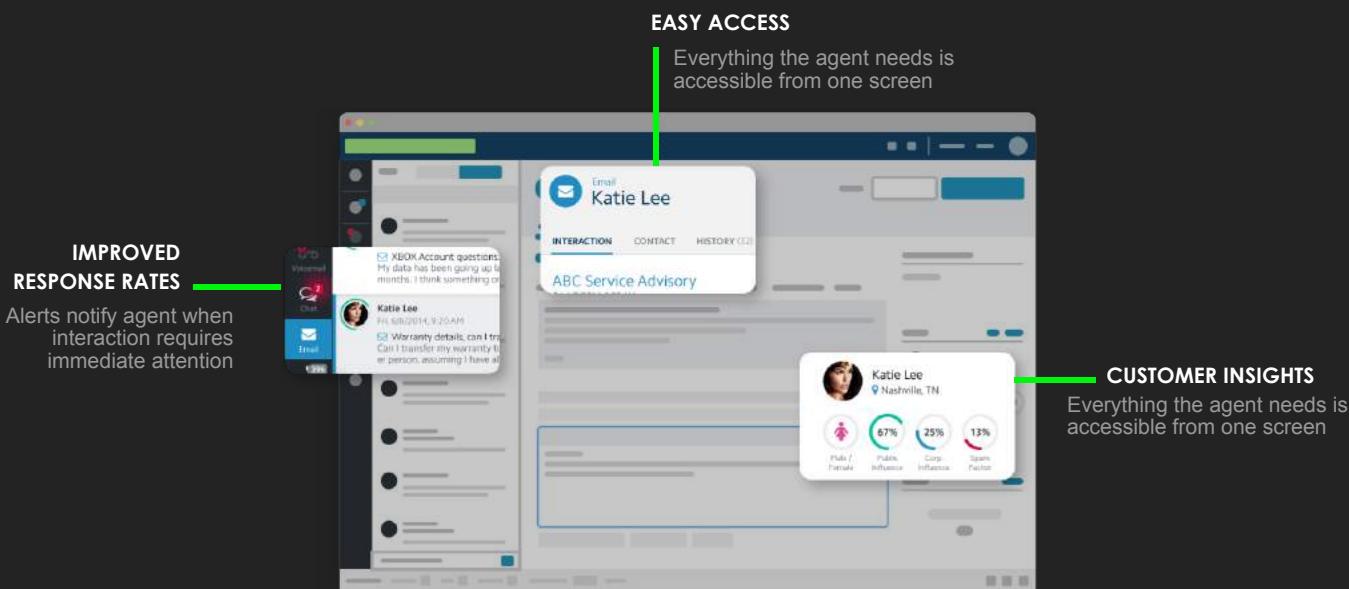


COLLABORATIVE CONTACT CENTER

Complete collaboration suite to engage your entire team. All-in-one messaging, meetings, calling, devices, and more from a security-focused leader.

ALL THE FEATURES, NONE OF THE HASSLE

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.



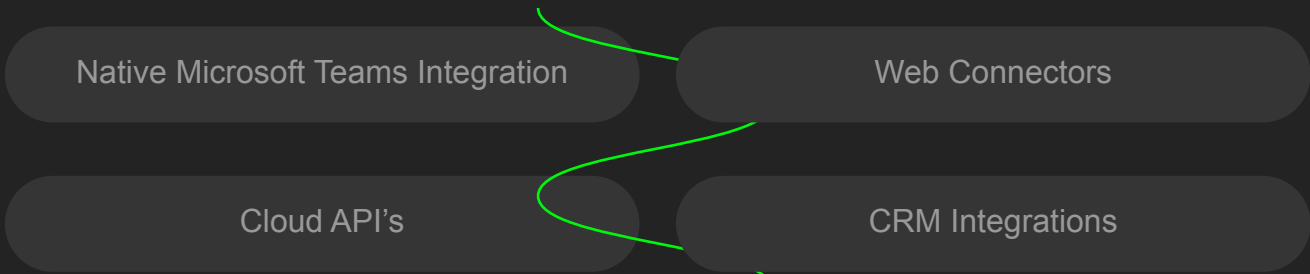
With the Five9 Blended VCC suite, you receive all the features and benefits you’ve come to expect from on-premise contact center infrastructure systems, with none of the complexity and long deployment times. And unlike many other cloud contact center infrastructure vendors, the Five9 VCC suite is built entirely from the ground up for the cloud. They have been enhancing the platform for over 12 years, so you can take advantage of a mature product with a rich feature set.

ADVANCED INTEGRATIONS

Five9 is the market leader in cloud computing for contact centers, with more than 300 cloud-based integrations seamlessly incorporated into our Virtual Contact Center (VCC) platform.

With this open platform in the cloud, your enterprise has a complete migration path for your contact center. You can take advantage of all the robust functionality you expect from a full-featured, sophisticated contact center plus have built-in integration capabilities for the in-house applications you need.

INTEGRATION CAPABILITIES INCLUDE:



ORACLE



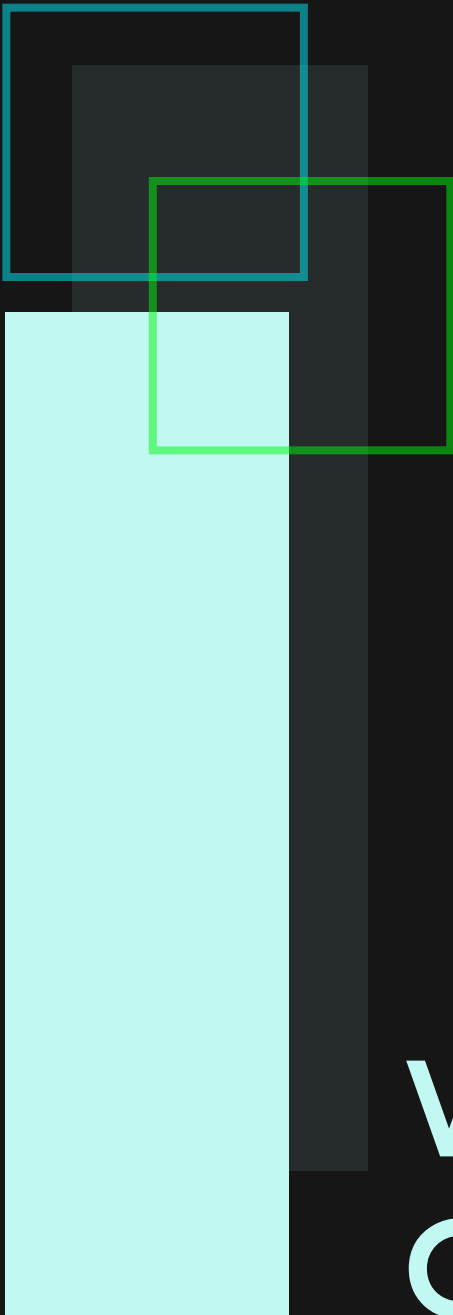
Microsoft Dynamics™



NETSUITE



servicenow



VIDEO CONFERENCING



CT CLOUD MEETINGS POWERED BY ZOOM

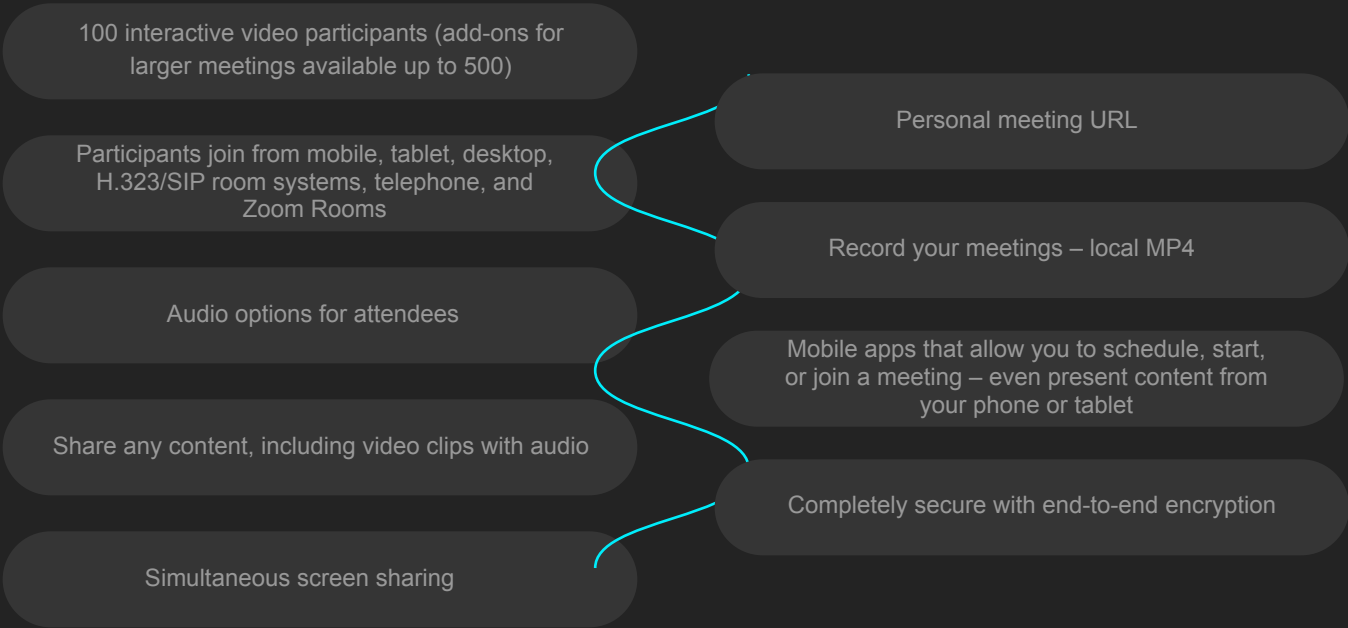
CT Cloud Meeting powered by Zoom is a cloud video conferencing and collaboration solution for desktop and mobile. Start or join a meeting with crystal-clear, face-to-face video, high quality screen sharing, and instant messaging

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
- Low cost conference room systems
- H.323 & SIP room connectors



GET WORK DONE IN ONLINE MEETINGS MADE EASY WITH HIGH QUALITY VIDEO & AUDIO CONFERENCING



ONE-STOP-SHOP TO COMPLETE YOUR SOLUTION

CallTower provides the service, manages the network upgrades and integrates the technology and applications into your business with around-the-clock monitoring by our Network Operations Centers. With a robust global network offering redundant connections through leading providers, CallTower can connect to almost any place at any time. We also provide Multi-Protocol Label Switching (MPLS), dedicated lines and global Session Initiated Protocol (SIP) Trunking all with 24x7x365 monitored services to ensure maximum uptime and available dynamic application failover.



PRODUCTIVITY TOOLS

OFFICE 365 SUITE OF PRODUCTS YOU KNOW AND USE

With Microsoft Office 365, powered by CallTower, you can work faster, find exciting new ways to communicate, build deeper insights, and share information using your favorite devices. Simply put, you will have business tools that work as hard as you do. Microsoft Office 365 provides a cost-effective, cloud-based solution that keeps your data, services, and applications secure. Adding telephony and conferencing to your Office 365 license delivers an additional layer of cost savings. It brings enterprise-grade services to organizations of all sizes, from online meetings to collaboration to sharing documents to business-class email.

Why get your Office 365 licensing from CallTower? We handle the move of voice to our Microsoft Teams Direct Routing with our Certified Engineers in Microsoft Voice networking and PSTN connectivity. CallTower can be your single point of contact for Office 365 and Voice, plus seamless license migration.

WHY GET YOUR OFFICE 365 LICENSING FROM CALLTOWER?

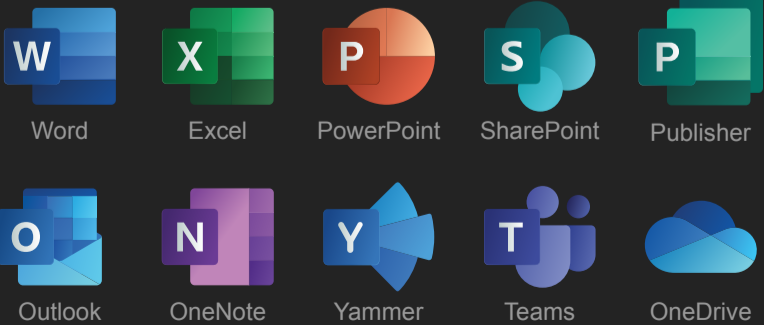
- We handle the move of voice from any PBX to Microsoft Teams
- Single point of contact for Office 365 and Voice
- Use CallTower Connect to manage users' Teams voice integration
- Managed voice migration to Teams
- Certified Engineers in Microsoft Voice networking and PSTN connectivity
- Seamless license migration

OFFICE 365 SUPPORT SERVICE LEVEL AGREEMENT 24/7/365 SUPPORT

ISSUE PRIORITY	CALLTOWER RESPONSE	TIME MICROSOFT RESPONSE TIME
Critical P1	15 Minutes	1 Hour
High P2	30 Minutes	4 Hours
Non-Critical P3	4 Hours	No commitment
Non-Critical P4	1 Business Day	No commitment

WE PROVIDE DESIGN AND MIGRATION SUPPORT

- Migration Active Directory (AD)
- Email Domain
- Consolidation of Multiple Domains
- Project Management

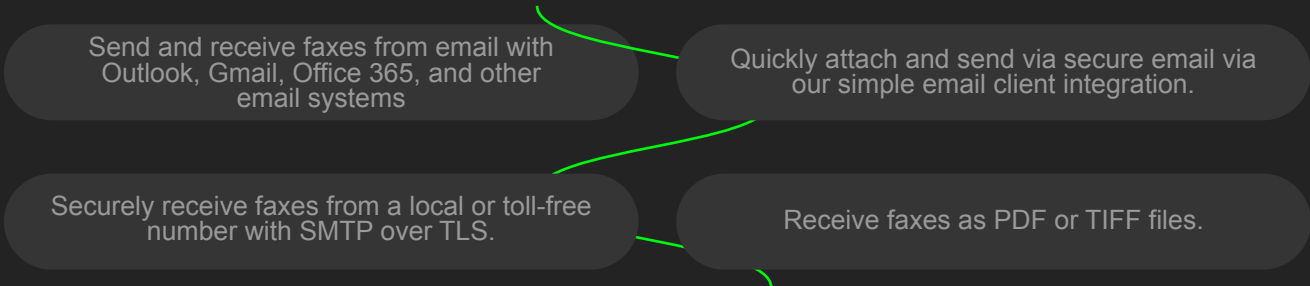




CT CLOUD FAX

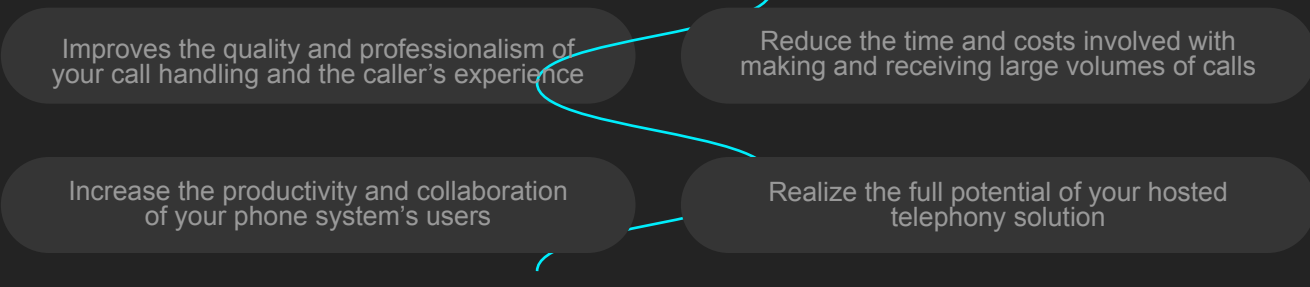
With CT Cloud Fax and CT Cloud Fax Complete solutions, you can send and receive faxes within Outlook, Gmail, Apple Mail and many other email systems. Customers can choose between DID numbers, Toll free numbers, unlimited inbound or unlimited inbound + outbound. Faxing is as easy as attaching a document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

CT CLOUD FAX BENEFITS:



CT CLOUD UNITE

CT Cloud Unite provides integration to an unprecedented 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 RECORDING

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.



NETWORK SOLUTIONS



LOWER COST, MORE FLEXIBILITY

CT Cloud SIP Trunks provide one concurrent call and includes inbound usage. With features such as E911, diretctory 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.

E911 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 CO-LOCATION

Co-locate your phone system in our data center for security and business continuity. Co-location 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

ADVANCED CALL FORWARDING

CALL SCREENING CAPABILITY

SD-WAN

THE PROBLEM

Enterprise WANs have traditionally used MPLS and single function CPE for connectivity and security. The result continues to be high cost and inflexible architectures, slow responses to service change requirements, and difficulty in deploying and managing proprietary hardware.

OUR APPROACH

By transitioning from purely MPLS and single function CPE to SD-WAN+ and software-defined security (Security+), enterprises can harness a more flexible approach to delivering WAN and security services, reducing TCO significantly while increasing IT agility and ensuring compliance.

OUR SOLUTION

CallTower has globally deployed SD-WAN software applications and security functions from Versa Networks. A carrier-grade solution, SD-WAN+ and Security+ are built within CallTower’s global network architecture and seamlessly integrated with their worldwide cloud-communications framework. This combination creates an unparalleled, comprehensive suite of enterprise-class managed services.

THE RESULT

SD-WAN+ and Security+ service offers advanced network design flexibility, application prioritization, zero-touch provisioning and security services over both public Internet, private WANs and existing MPLS and broadband networks. Through its management portal, CallTower provides a premium user experience with real-time access to applications routing, network performance, next-gen firewall settings and advanced network analytics.

FULLY REDUNDANT ARCHITECTURE

CT Cloud Boost brings results by connecting data centers directly to the domestic network backbone and POPs of carriers. Customer traffic hops on this advanced network at the closest POP, delivering a fully redundant architecture. This connection makes the CT Cloud Boost solution among the most easily implemented and provides top-tier Internet performance and uptime.

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 VS MPLS & PUBLIC INTERNET

CT CLOUD BOOST

- Improved Internet redundancy and reliability
- Deployed within days
- Strengthened connectivity to your critical cloud applications
- More reliable network stability = Happy Users

MPLS & PUBLIC INTERNET

- Public Internet has lower bandwidth options
- MPLS can range anywhere from 60 to 120+ days to deploy
- Public Internet delivers a sub-par collaborative experience



CT CLOUD ANALYZE

CT Cloud Analyze empowers customers to maximize the potential of any unified communications solution. CallTower’s CT Cloud Analyze hardware enables a full UC monitoring system to ensure your solutions are running smoothly.

CT Cloud Analyze is a remote sensor, and it’s placed in the customer’s network where a phone or Softphone enabled computer would sit – this differentiates it from other monitoring devices which only test the router or internet connection. The sensor connects to the network over Wifi or can be plugged directly into a switch port. Simulated voice traffic is sent to the sensor every 30 seconds and mirrored back to the monitoring server in CallTower’s data center. This gives CT Cloud Analyze real-time and historical QOS data, available for the user in the dashboard. Alerts can be configured for any detected problems.

CT CLOUD ANALYTICS COMES IN THREE DISTINCT FLAVORS:

BRONZE

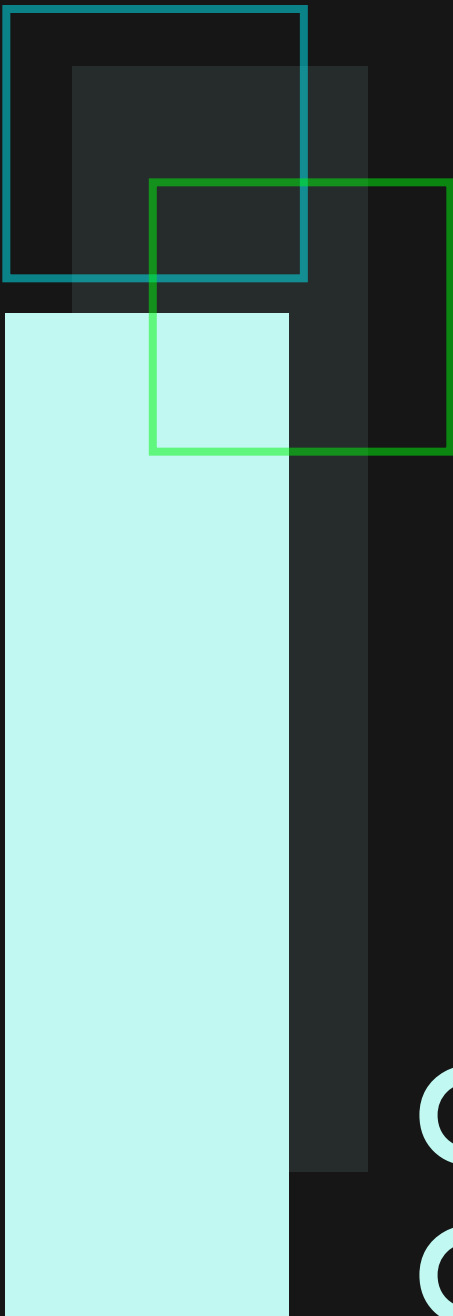
- Tests the quality of user connection back to CallTower
- Uses simulated voice traffic to report on meaningful statistics for voice and video: packet loss, latency, jitter, and MOS score
- Sets up easily - in most networks, it's plug-in-and-play
- Creates Dashboard with real time and historical data
- Enables email alerting systems
- Oversees multiple sensors and sites from a single LogOn

SILVER

- Adds additional interface for network troubleshooting (requires mirror or SPAN port on network switch)
- Allows CT Support to gather troubleshooting data directly from user network, which helps minimize support time for local network or device issues
- Can collect real time information for troubleshooting specific calls or devices, rather than monitoring the quality of connection between the user and CallTower
- *NOTE: CallTower recommends connecting this device and reconfiguring any customer network equipment in a maintenance window outside of normal business hours*

GOLD

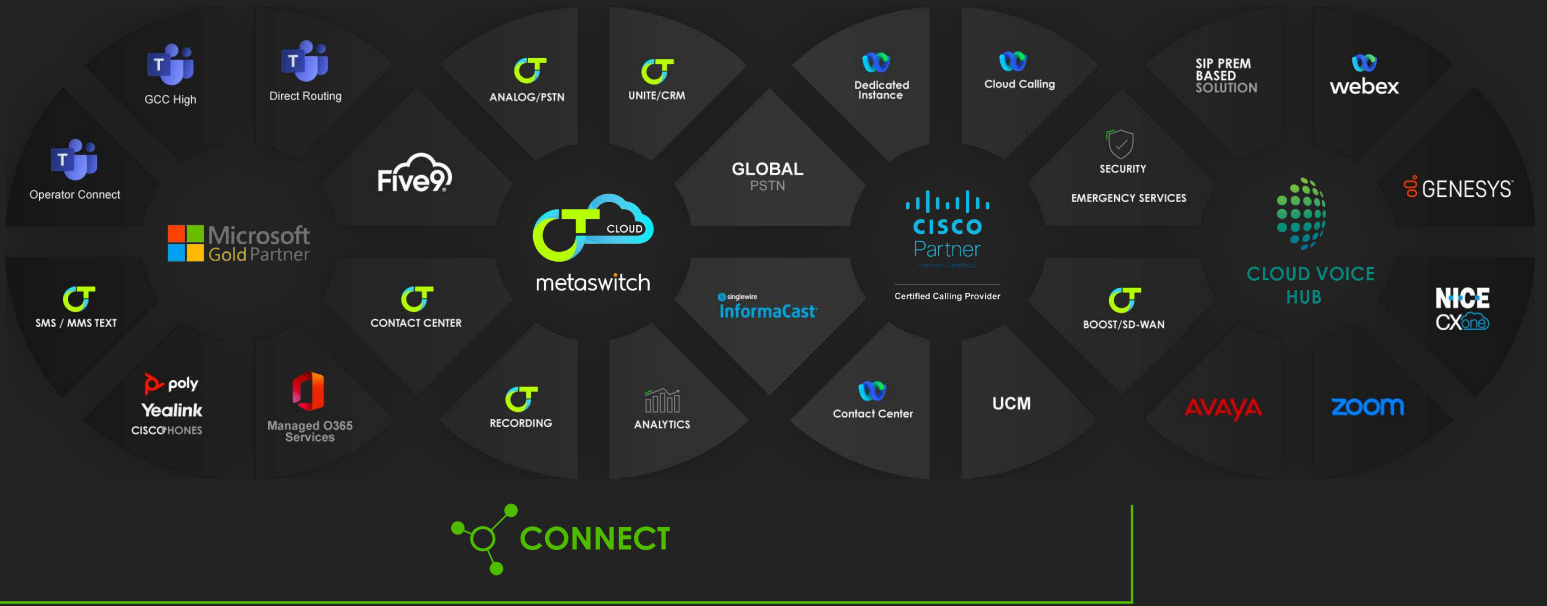
- Adds network tap to connect between a problematic device and the network
- Allows gathering of troubleshooting data without mirror or SPAN capable switch, without network reconfiguration
- Can collect real time information for troubleshooting specific calls or devices, rather than monitoring the quality of connection between the user and CallTower
- *NOTE: CallTower recommends connecting this device and reconfiguring any customer network equipment in a maintenance window outside of normal business hours*



**CALLTOWER
CONNECT**

THE UNIFIER IN UNIFIED COMMUNICATIONS

CallTower Connect simplifies the set-up and management of CallTower services facilitated within one easy to use web or mobile application. Manage Cisco, Native Skype for Business, Microsoft Teams, and CT Cloud solutions interchangeably by user based within a location. CallTower Connect is the unifier in unified communications.



EASE THE LOAD

Corporate administrators' workload will decrease as users gain access to a simplified panel where quick changes can be made without a call to support.



POWER IN PERSONALIZATION



UC ANALYTICS

UC Analytics seamlessly provides you with granular details through CallTower Connect. You can dive into IM/Presence reporting, activity by medium and meeting type, as well as build and schedule your own reports based on your business requirements.



MACD move, add, change, delete

Administrators have the power to move, add, change or delete CallTower hosted services such as Cisco, Microsoft and CT Cloud Solutions



AD SYNC

Active Directory (AD) Sync allows you to synchronize multiple AD servers at different locations and even across multiple server forests. AD sync is on a per-company basis, but a company with many locations can have a "one-to-many" relationship with AD servers.



PASSWORD SYNC

Synchronize your local Active Directory passwords to CallTower's products and applications, such as CallTower Connect, Skype for Business, Jabber, Office 365, etc



HUNT GROUPS

Easily distribute phone calls from a single telephone number to a group of several phone lines



AUTO ATTENDANTS

Transfer incoming calls to various extensions as specified by callers, without the intervention of a human operator. Route calls to landline phones, mobile phones, VoIP devices, extensions and recordings, as well as another auto attendant.

THANK YOU FOR YOUR INTEREST IN CALLTOWER!

To learn a little more about us, please visit our site at www.calltower.com.

Let's Connect

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