



CallTower's Portfolio

Stay Connected. Stay Ahead.

01 Global Voice

Enterprise Voice
Global PSTN Calling

02 Manage Unified Communications & Collaboration

Microsoft Teams
Webex
Zoom
CT Voice

03 Contact Center

Five9
Genesys Contact Center
Webex Contact Center
Ascend Teams Contact Center
CT Contact Center

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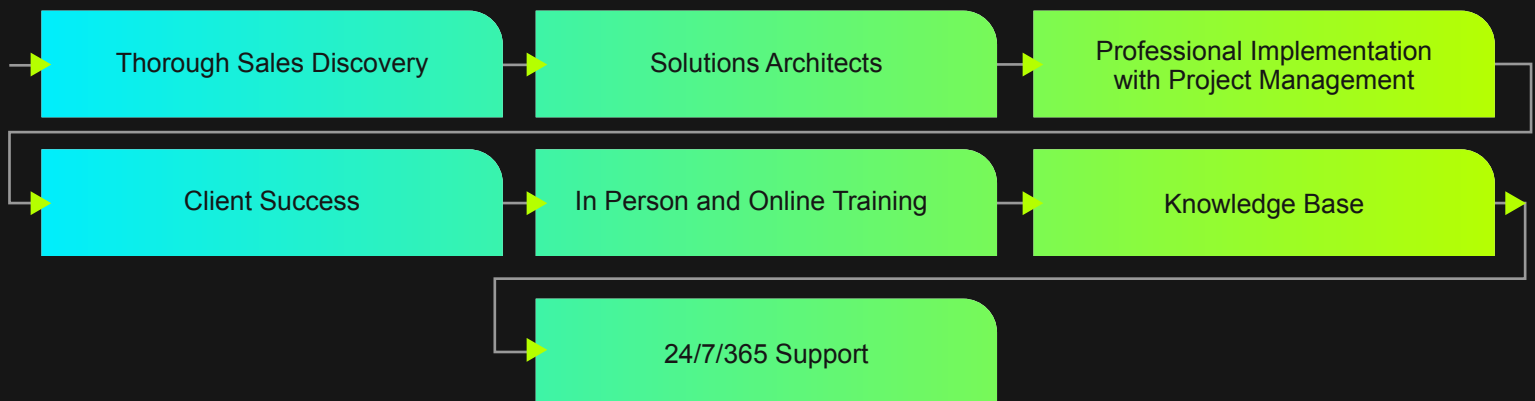
CallTower is in a **UNIQUE** position in the marketplace delivering industry-leading



Empowered by **25+** Key Business Integrations

Providing an environment where these solutions can work together – enabling customers with a choice (down to the user level) and keeping the internal calls between these platforms on-net enabling additional cost savings.

These solutions are all provisioned through CallTower Connect, our proprietary provisioning portal.



**Experience seamless,
intelligent communication with
CallTower, your trusted cloud
communications provider.**

CallTower specializes in:



Unified Communications



Conversational AI



Collaboration



**End-to-end professional &
managed services**



Contact Center



**Exceptional Customer
Experience (CX)**

**Our innovative solutions are designed
to meet your unique business needs:**

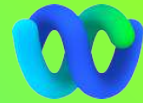
- Streamline workflows
- Optimize IT infrastructure
- Proactive management
- Strategic guidance
- Scalable for easy growth

**Unmatched
implementation & support:**

- Seamless implementation and integration
- Deployed & supported thousands of users
- Enable solutions across the globe
- Designated product manager for implementation and training success

**Redefine the way your organization communicates with
CallTower—where innovation and expertise unite to drive
meaningful connections and lasting success.**

01



Global Voice

Connecting the world

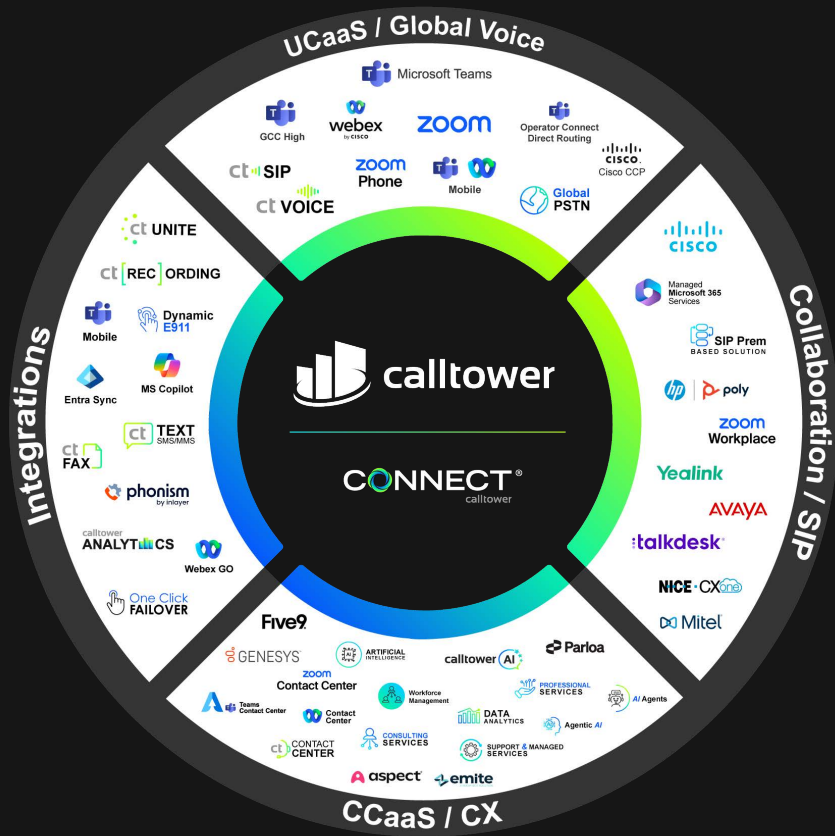
Stay **Connected.** Stay **Ahead.**

Global Collaboration

Combine the power of global voice with key business integrations and unleash a modern, enterprise-grade unified communications and collaboration solution that empowers companies to enable their people to stay connected, productive and happy.

By keeping information flowing across teams, time zones and projects, and giving team members the flexibility to be connected from anywhere.





Unleash the full power of a modern, enterprise-grade unified communications and collaboration solution:

Communicate from a single, dedicated geographic number

Powered by 15 geo-redundant data centers

Call, chat, or video with anyone, anywhere

Globally collaborate with anyone inside or outside your organization

Manage business communications from a single, integrated platform

Why CallTower? | Stay Connected. Stay Ahead.



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.

Top 4 Reasons Businesses Choose CallTower

- 1** International Hybrid MSFT Teams, Webex and Zoom environments with key integrations, including contact center
- 2** White-glove implementation ensuring a gradual shift in solutions enabling adoption
- 3** Scalable / Flexible / Customizable
- 4** CallTower Connect - provisioning portal with 25+ APIs



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 Five9 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.

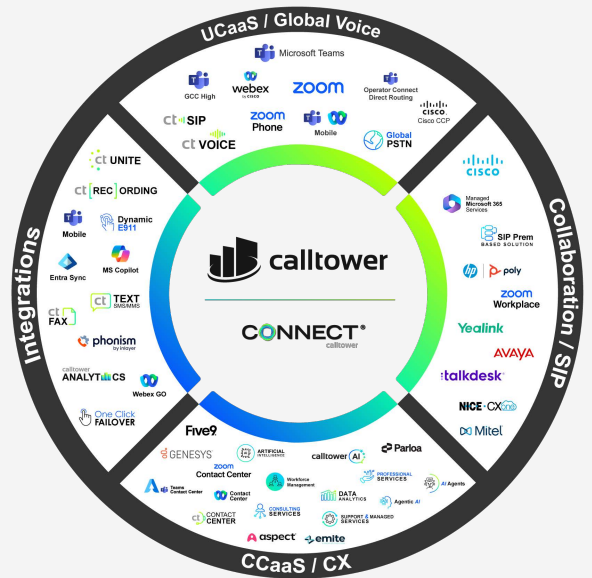
Dennis S. - Trusted Advisor

Global PSTN

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 **85+ countries**, Cloud Voice Hub provides certified, secure cloud SIP PSTN connectivity to all major cloud collaboration, Unified Communication and Collaboration Solutions and contact center services including Cisco (Webex Calling and UCM Cloud), Microsoft Teams, Genesys, Five9, 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

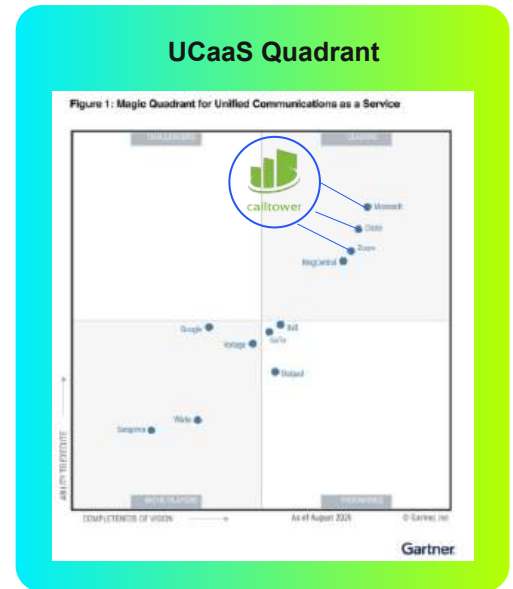
CallTower Cloud SBCs eliminate need for customer SBCs

Zero-Outage, Globally Redundant Enterprise Service

Gartner Magic Quadrant

Released October 2025

CallTower delivers a true one-stop-shop experience for global enterprise voice and collaboration. We empower your teams with native integrations for the platforms they already use and love—including Microsoft Teams, Cisco Webex, Zoom, and CT Cloud. With our proprietary admin portal, CallTower Connect, you can forget the complexity of managing multiple vendors and easily provision and manage your entire UCaaS ecosystem through a single pane of glass.



THE FROST RADAR™:

North American UCaaS Market

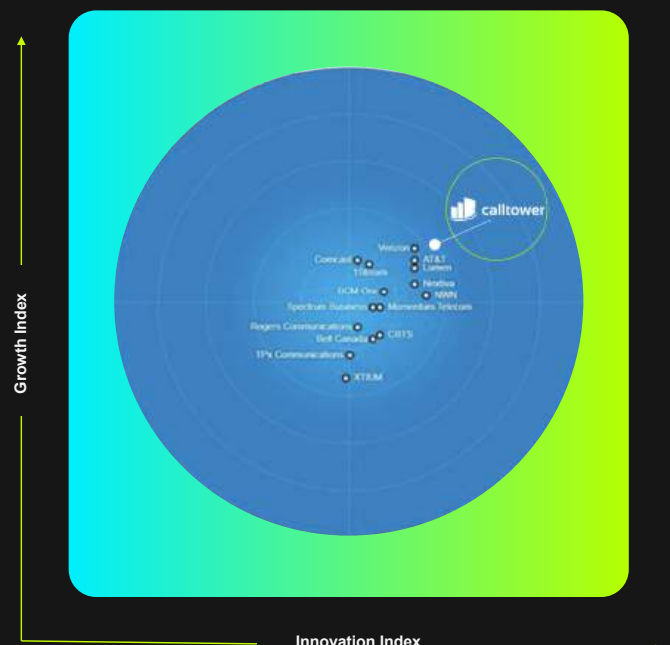
Growth Potential CallTower has significant future growth potential, which makes it a Company to Action.

Best Practices - CallTower organization is well positioned to shape Growth Pipeline™ best practices in your industry.

Competitive Intensity - CallTower is one of the key drivers of competitive intensity in the growth environment.

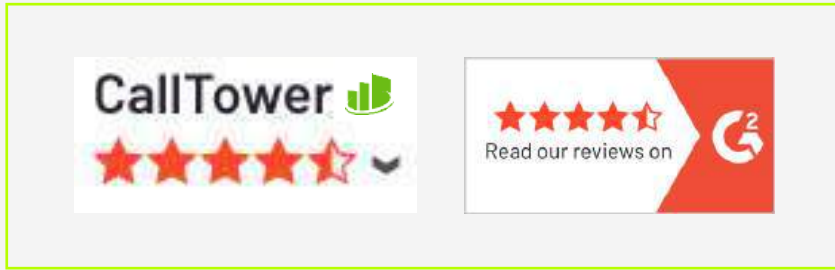
Customer Value - CallTower has demonstrated the ability to significantly enhance its customer value proposition.

Partner Potential - CallTower is top of mind for customers, investors, value chain partners, and future talent as a significant value provider.



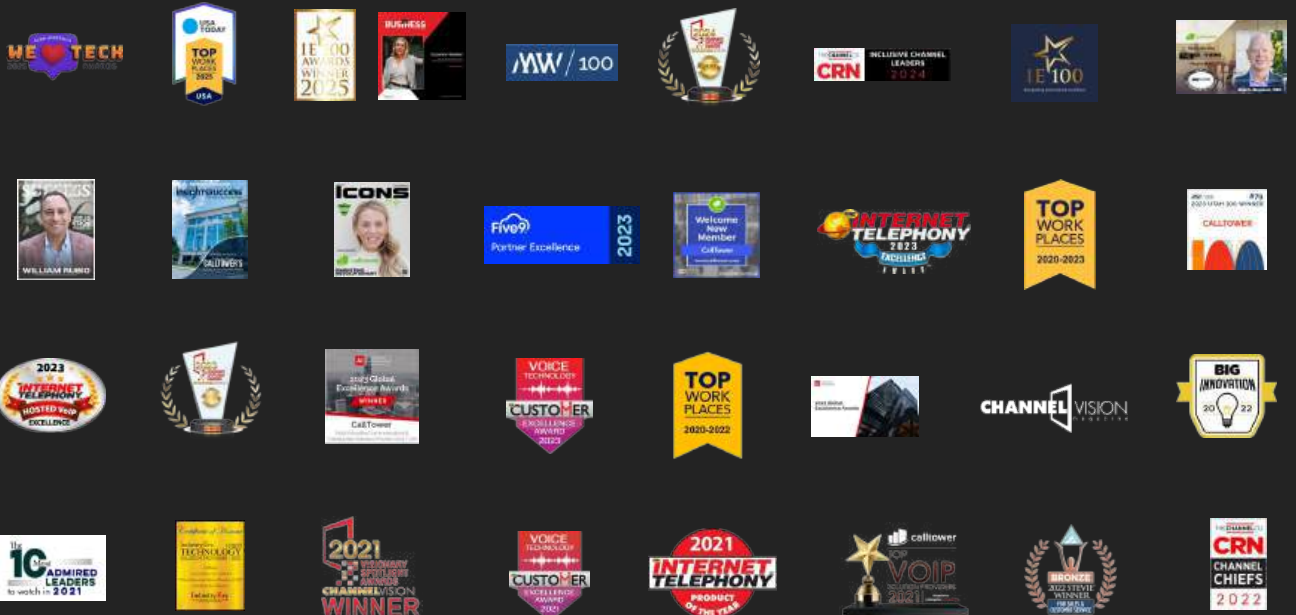
What Our Customers Say

Reviews



Recent awards:

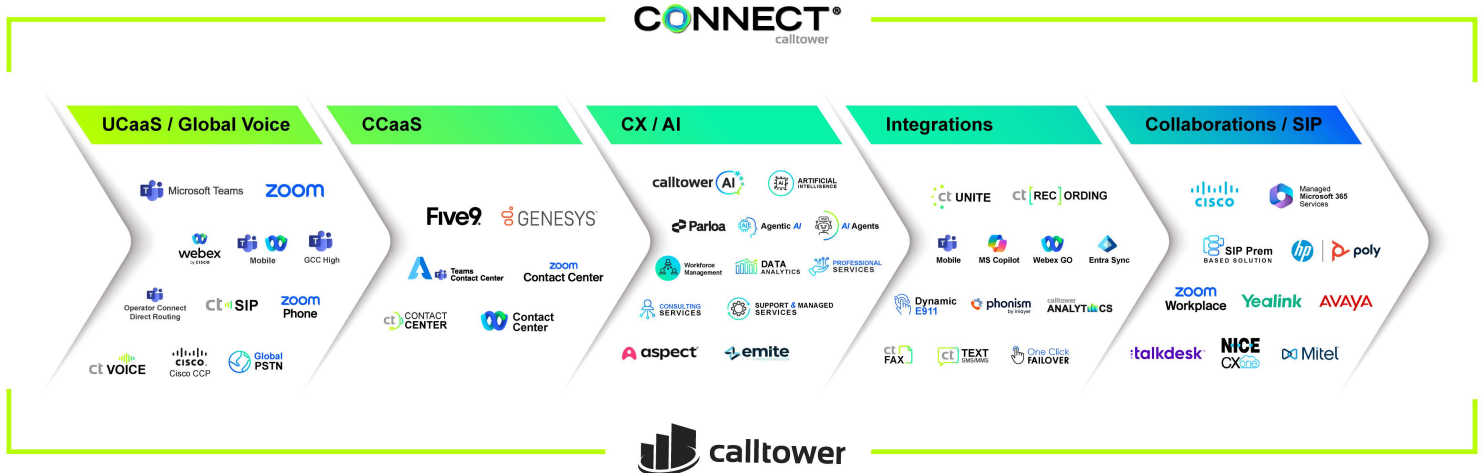
Press Releases



CallTower Solutions **CONNECT**[®]

calltower

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

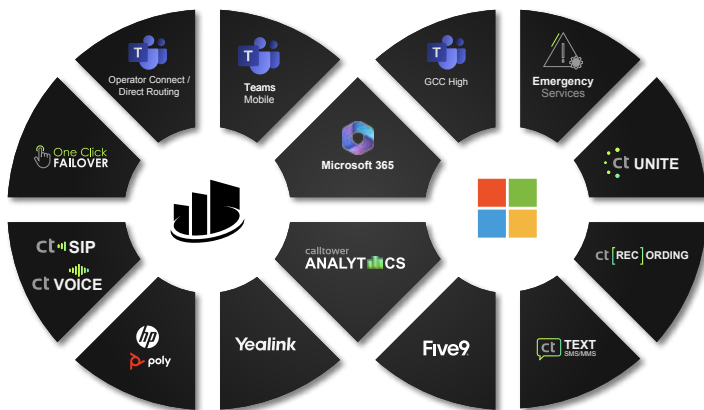
02



Managed Unified Communications & Collaboration



Microsoft Teams



Microsoft Solutions Partner

Since 2002



metaswitch

Acquired by Microsoft



- Certified SPLA Partner Since 2008
- Cloud Service Provider Since 2014
- Teams Direct Routing Since 2018
- GCCH Teams Direct Routing Since 2109
- Operator Connect Launch September 2021
- Top 100 CSP Growth Partners 5-Years Running
- Solutions Partner for Modern Work 2022

- Hosted PBX UC and SIP-Trunking
- Class5 Telco Switching, Geo Redundant & Carrier Grade
- Video Conferencing, Powered by Zoom
- Key integrations of CRM integration, CCaaS, Voice Compliance Recording, CT Communicator branded softphone for desktop, tablet, and mobile

Why CallTower for Microsoft Teams

White Glove Implementation
with Porting

Multiple Contact
Center Solutions

Re-Route phone calls
when during a Microsoft
outage

Global Coverage
85+ Countries

45+ Carriers &
Internet Peering
Partners

Emergency Services in
30+ Countries

Text Messaging and CRM
Integration

Live Training and
24/7/365 Support

Mass Emergency
Communication

100% Georedundant in
Private Cloud Environment

Analog Devices Fax,
paging, door
buzzers, etc.

Delivers Teams Voice via
Direct Routing and/or
Operator Connect



Operator Connect

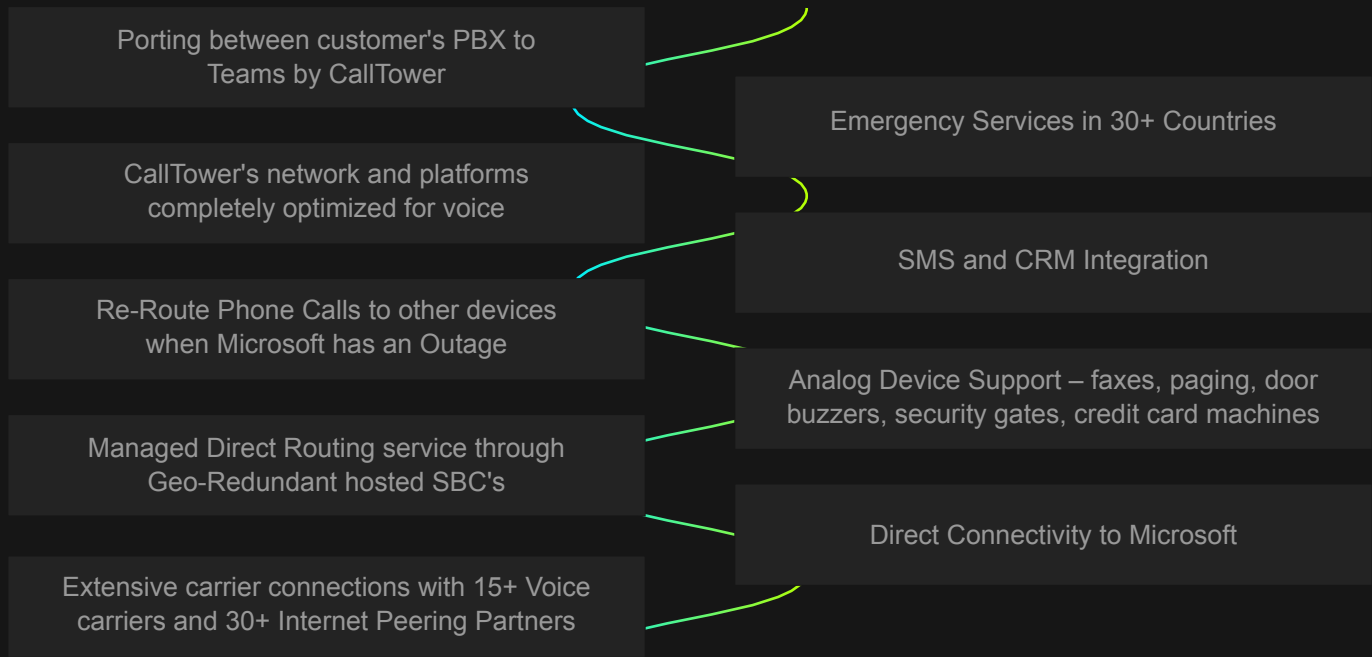


GCC High



Direct Routing

CallTower delivers missing key Microsoft Teams Unified Communications feature gap and functionality that is not available through other providers. CallTower's Microsoft Teams Solutions ensure the ability to leverage preferred rates and unlocks the full potential of a Microsoft Teams Phone System.



Microsoft Teams Direct Routing for GCC High

CallTower delivers Teams Audio on GCC High

GCC High is the dedicated Microsoft 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 made the transition to Teams Phone System seamless for our users. By performing all the necessary setup in Microsoft 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

CallTower is currently the one of the only three GCC High Voice Providers.



Cisco Webex



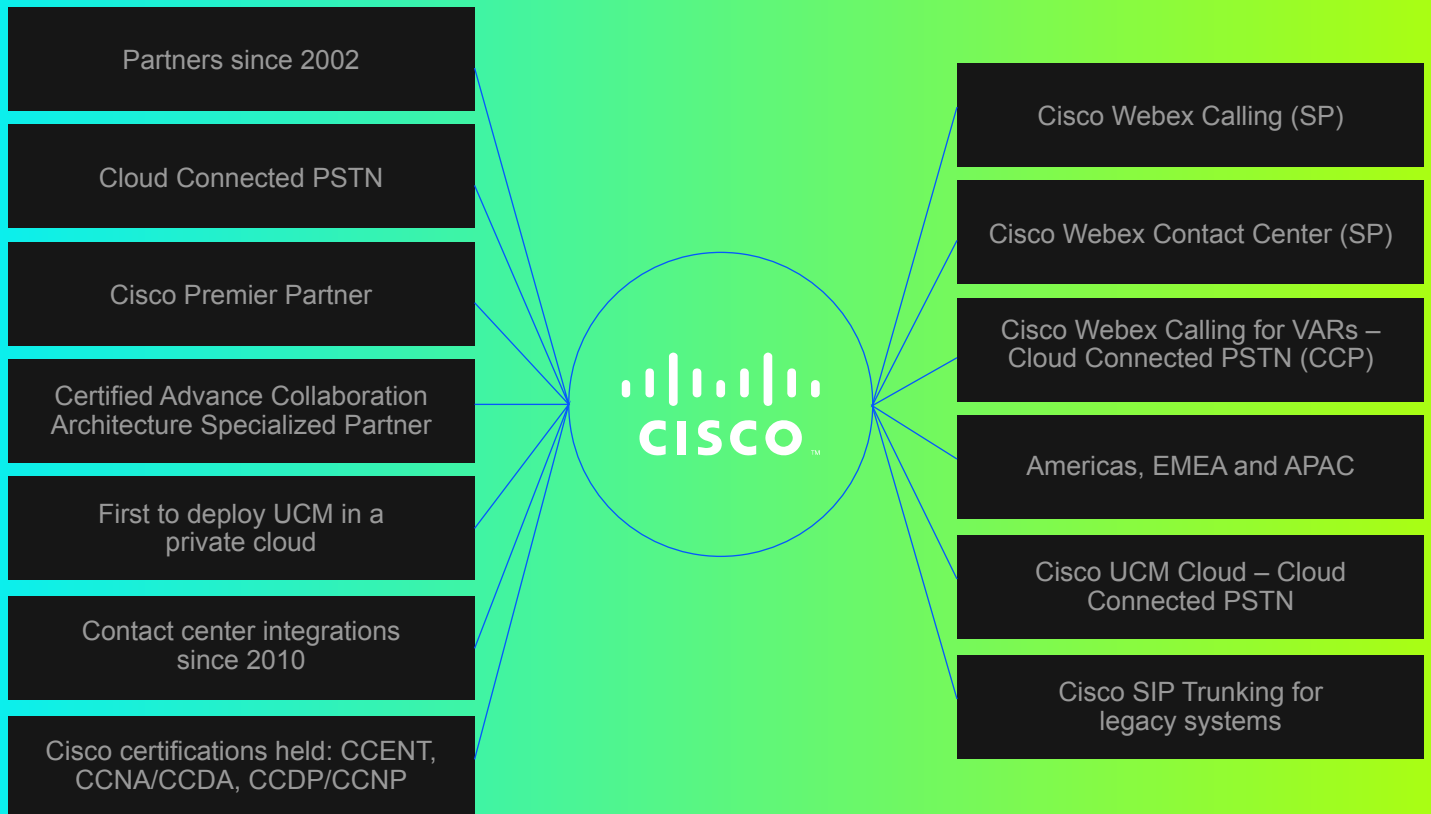
Premier Provider Worldwide

Cisco Premier Partner Worldwide

Since 2019

Cloud Connected Calling Partner

Since 2021





Cisco Certified

Webex Calling

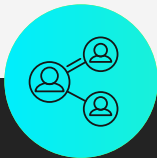
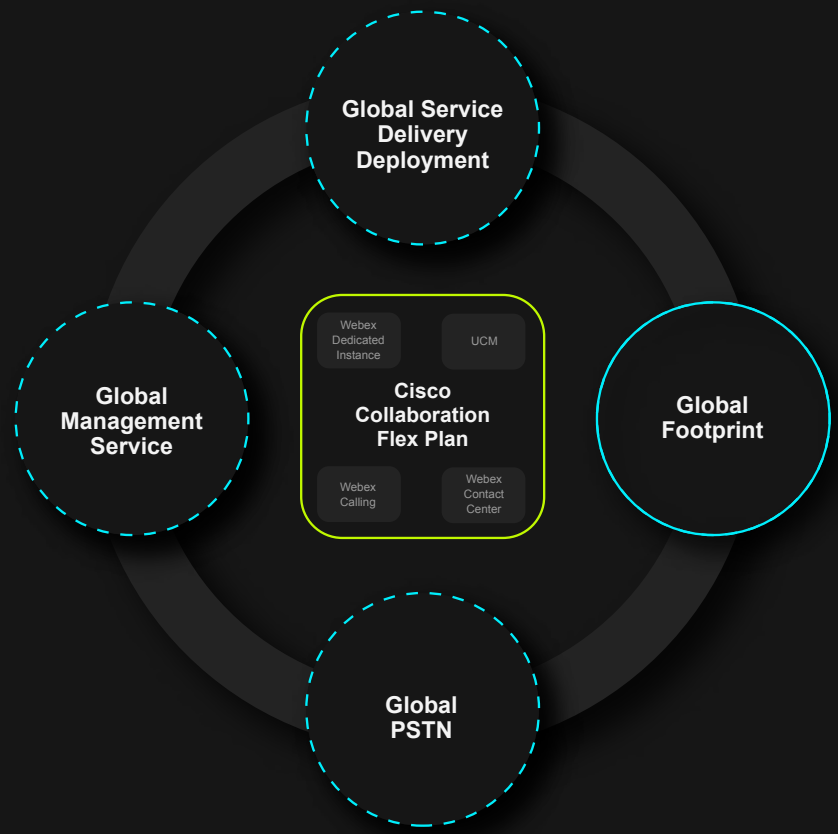
- SP version - Integrated with CallTower Global PSTN
- Global PSTN and Support

Webex Contact Center

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

Webex Meetings and Teams

- Bundling and EA



Seamless collaboration
with anyone, from
anywhere, working in sync
with the apps you love



**Smart hybrid work
experiences**
with integrated
collaboration devices



**Intelligent customer
experiences**
with digital-first
engagement

**Security, privacy, management, and insights
Built-in, not bolted-on**

Webex Suite

Single Offer for All Interactive and Engaging Collaboration



Calling



Messaging



Meetings

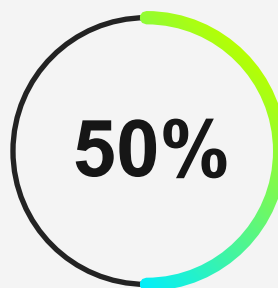


Polling



Events

Enterprise-wide solution competitively priced at **40%** lower than a-la-carte or competitive offers up to a



savings on many Webex devices when you are a Webex Suite customer

Breakout Session

With the changes to Cisco Webex, users will be able to create breakout sessions that can make it easier for groups to communicate, collaborate, and brainstorm. Breakout sessions will consist of smaller groups that will be separated from each other in the same Webex meeting.

Co-Host

A co-host will be able to provide additional assistance when it comes to the management of the meeting. Those who are given the Co-hosts role will be able to do the same things as the hosts of the meetings, such as the following: Allowing users to participate in the meeting. Muting (and unmuting) meeting participants.

Webex Lobby

The host of a Webex meeting will be able to move participants into the lobby and out of the lobby. When there needs to be a private conversation with another participant in the meeting, the host can excuse the other participants from the current meeting.

Why CallTower for Cisco Webex

- Global Coverage 85+ Countries
- Emergency Services in 30+ Countries
- Managed implementation
- Sole-Source Global PSTN Provider
- Scalable and Customizable On-Premise to Cloud Migration Solutions
- White Glove Implementation
- CallTower Connect Provisioning Portal with 25+ APIs
- Porting, Call Rerouting, Analytics, & CRM Integrations
- SMS/MMS Texting & Webex Go Mobile Integrations
- 24/7/365 Support Team for all Webex Platforms
- Dedicated Project Manager for Implementation & Porting
- Fully Managed Service

Cisco Cloud Partner

Certified Service Provider (SP) Enabling Cisco's Global Cloud Calling Initiative

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

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

CallTower is a Certified Cisco SP for:

- Full Cloud Webex Calling, globally
- Full Cloud Webex Contact Center, globally

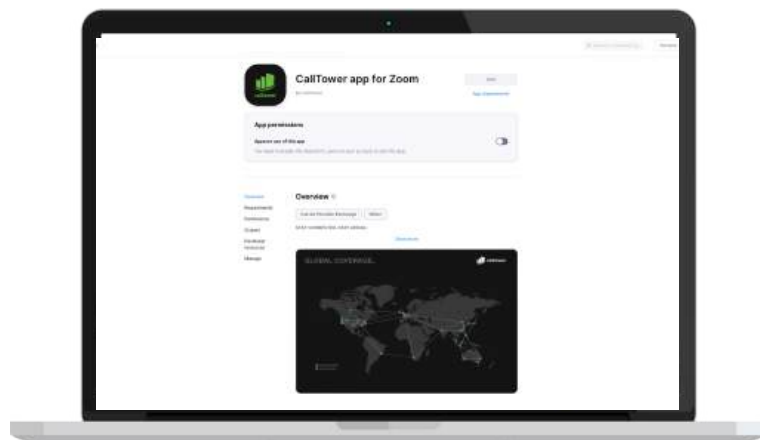
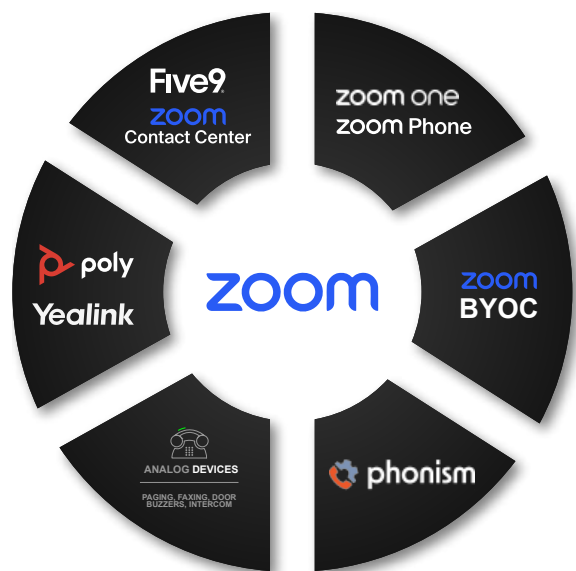
CallTower is structured to support:

- Global PSTN to Cisco's Webex products, including all forms of Calling, Contact Center and Cisco's emerging HCS-based UCM offering.

This 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.



Zoom Calling



STAY CONNECTED. STAY AHEAD. CallTower's Zoom Calling delivers voice connectivity through a geo-redundant voice network, enabling Zoom as a corporate telephone system.

With a direct connection between Zoom and CallTower's cloud-based global voice network, CallTower offers seamless integration enabling a secure, resilient and cost-effective managed voice service that is customer focused.

CallTower empowers customer experience with unified, simplified, high-quality Zoom Calling and 24/7/365 support.

CallTower's Zoom Calling app provides instant access to CallTower Connect (a self-provision portal), for placing new orders and checking on placed orders.

Empowering Business with 25+ Integrations

- Dedicated Telecom Team with more than 20+ years of porting experience
- Global Calling
- Network and platforms are completely optimized for voice
- DID Routing
- Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner
- E911 Provisioning
- SIP Trunk Management
- Currently Managing 500,000+ DIDs
- Providing Phone Services in 70+ countries
- Partnered with 21 carriers globally
- DID Reporting tools
- Daily CDRs
- Call Analytics
- Contact Center and CRM Integration
- Direct Connectivity to Zoom

Why CallTower for Zoom Calling

- CallTower's Zoom Calling delivers voice connectivity through a geo-redundant voice network, enabling Zoom as a corporate telephone system.
- With a direct connection between Zoom and CallTower's cloud-based voice network, CallTower Offers seamless integration enabling a secure, resilient, and cost-effective managed voice service that is customer focused.
- CallTower empowers customer experience with unified, simplified, high0quality Zoom Calling and 24/7/365 support.
- CallTower's Zoom Calling app provides instant access to CallTower Connect (a self-provision portal), for placing new orders and checking on placed orders.

Dedicated Telecom Team 20+ years porting experience

Global Calling

Voice Optimized Network & Platforms

DID Routing & Reporting Tools

15+ Voice Carriers

30+ Internet Peering Partner

E911 Provisioning

SIP Trunk Management

Global Coverage 85+ Countries

Daily CDRs

Call Analytics

Contact Center & CRM Integration

Zoom Events



Trusted Video Platform

Zoom Events was built on the Zoom platform



Simplified Experience

Event hosts need a simple and easy to use tool to host events

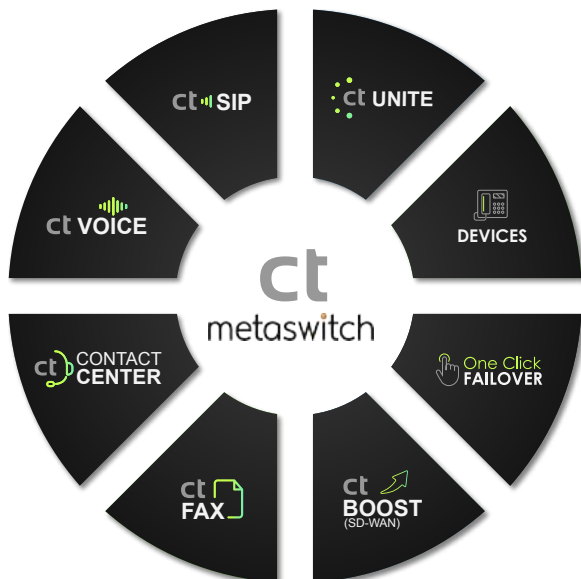


Engaging Solution

Interactive features to keep attendees engaged during an event

ct

CT Voice



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 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

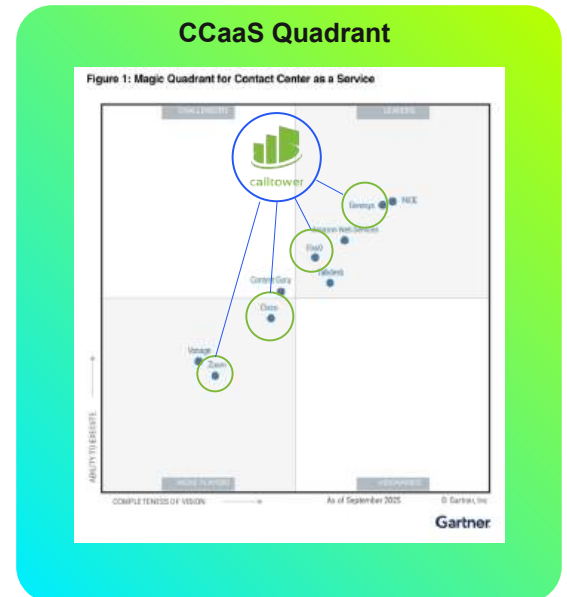
03

Contact Center

Gartner Magic Quadrant

Released September 2025

CallTower bridges the gap between your agents and your customers by delivering robust CCaaS capabilities that drive meaningful connections. Our solutions, including Five9, Genesys, Ascend Teams Contact Center, Webex, Zoom and CT Contact Center, are designed to integrate seamlessly with key business applications, ensuring your team has every tool they need right at their fingertips. Administrators gain full control with our proprietary admin portal, making provisioning and management simpler than ever before.



Five9

Five9

All the features, 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.

- Deliver Exceptional Customer Experiences with a suite of advanced tools.
- Virtual Inbound Cloud Contact Center delivers seamless, personalized service that exceeds expectations.
- Predictive Dialer Technology for streamlined and enhanced outbound operations

Microsoft Teams Integrations empowers agents to leverage:

- Company-wide presence (providing contact availability and channel preference)
- Global address book integration/synchronization and contact groups
- Click to Call and Click to Chat collaboration
- Telephony integration for Five9 agents and Microsoft
- Microsoft Teams users to place calls to each other without carrier fees
- Authentication via Windows domain credentials passed to UC adapter

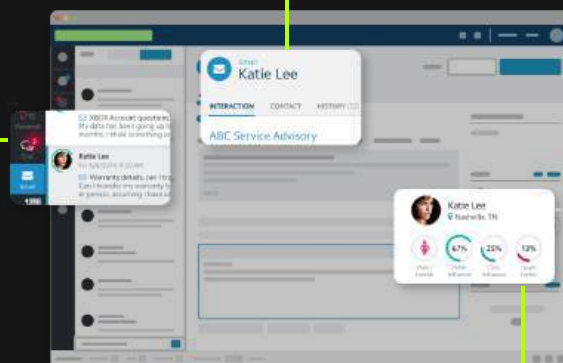
Advanced Integrations

Cloud API's

Web Connectors

CRM Integrations

IMPROVED RESPONSE RATES
Alerts notify agent when interaction requires immediate attention



EASY ACCESS

Everything the agent needs is accessible from one screen

CUSTOMER INSIGHTS

Rich visualization of customer profile for text interactions

Why Partner with CallTower

- End-to-End Professional, Managed, and Support services
- Seamless Integrations
- Unmatched Reliability & Uptime
- 24/7/365 Support & Expertise
- Global Reach with Local Support
- Dynamic Voice Redundancy
- Tailored and Scalable Solutions
- Workforce Management



CallTower & Five9's Partnership

2020: CallTower was the Five9 recipient of the US Reseller of the Year

2022: Authorized Global Partners focus on performance, competencies, marketing investment, and customer satisfaction.

2022: The Certified Integrated Network Partner assures customers are working with a partner who has committed to the highest level of service in support of network integration with the Five9 solution suite.

2022: CallTower was honored as the Five9 recipient for the Rising Star Award

2023: CallTower, a global leader in delivering cloud-based enterprise-class unified communications, contact center and collaboration solutions has been named a2023 Global Partner by Five9, the provider of the Intelligent CX Platform.

2025: CallTower was made as a Five9 Certified Implementation Partner, a designation that signifies CallTower's exceptional expertise in deploying and optimizing the Five9 cloud contact center platform.



Genesys Contact Center

Delivering a greater customer experience

With customers expecting seamless support and responsiveness across multiple channels, businesses increasingly need an omnichannel solution to propel their operations.

CallTower is a Genesys Premier Partner bringing 30 years of contact center experience to design, deploy, and optimize modern customer engagement. Genesys Cloud CX delivers a scalable, secure, cloud-native platform that unifies every channel and infuses agentic AI across journeys, so customers get faster, more personalized outcomes while agents and supervisors work in a single, intuitive experience.

Our Comprehensive Approach



Strategy

Maximize the value of your Genesys investment



Personalization

A solution customized to your environment



Migration

Transition to Genesys and significantly reduce overall migration costs



Configuration & Implementation

Expert management of your Genesys implementation



Training & Support

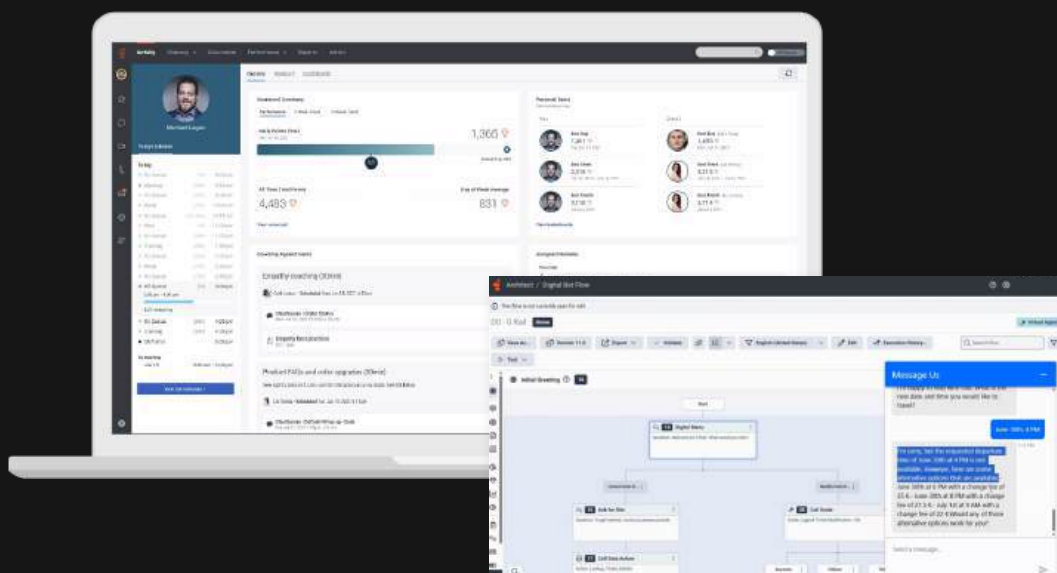
Benefit from training and support options



Maximize ROI

We work continuously to maximize the value of your Genesys investment

Genesys Cloud CX is a leading, all-in-one cloud contact center platform that empowers organizations to create seamless, personalized customer experiences across voice, chat, email, and messaging channels.



Key Capabilities:

Customer Self-Service (Speech Enabled IVRs)	Chatbots/Voicebots	Inbound Routing	Workforce Engagement & Management
Outbound Campaigns	Unified Communications	Omnichannel	Reporting & Analytics

Why Partner with CallTower?

- 30+ years of contact center experience
- Hundreds of Genesys Cloud deployments completed
- Support for 150+ active Genesys customers
- In-house expertise—no third-party handoffs
- End-to-end professional and support services
- North American-based delivery and support teams
- Awarded Genesys Partner of the Year (High Growth) 2025 and 2024 Genesys North America Canada Partner of the Year



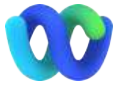
Our Genesys Partnership:

2008: Inoria became a certified Genesys partner, supporting small to large-scale deployments of Genesys Pure Connect and Genesys Cloud solutions.

2024: Genesys Partner of the Year (North America–Canada): CallTower recognized for excellence in contact center innovation.

2025: Genesys High Growth Partner of the Year: Celebrating CallTower's proven expertise and accelerated success across the CX market.

2025: CallTower achieved Genesys FY25 Premier Partner status, recognizing its continued excellence, deep technical expertise, and commitment to delivering world-class customer experience solutions through the Genesys Cloud CX platform.



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.



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.

CT Contact Center

Full-Featured, Powerful and Complete

The CT 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

- 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

Ascend Teams Contact Center

Full-Featured, Powerful and Complete

Ascend Teams Contact Center is an all-in-one solution integrates seamlessly with Microsoft Teams, combining advanced communication tools, omnichannel support, and powerful analytics. The platform is designed to transform the way businesses connect with customers by enhancing customer engagement, boosting productivity, and streamlining operations.

Seamless Microsoft Teams Integrations

- Single-App Experience
- Unified Communications
- Built-In Redundancy

Enhanced Omnichannel Customer Engagement

- Omnichannel Support
- Intelligent Routing
- Self-Service Options

Advanced Analytics, Reporting, and AI

- Real-Time Dashboards
- Historical Reporting
- AI-Powered Insights

Enhanced Employee Productivity

- One App for Everything
- Active Call Handling
- Searchable Directory

Built-In Redundancy & Reliability

- Fail-Safe Communication
- Enterprise-Grade Reliability
- Archiving & Compliance

Customizable & Scalable Solutions

- Customizable Call Flows
- Scalable Features
- CRM & WFM Integrations



Zoom Contact Center

Redefine customer engagements and enhance agent experiences

- Intelligent self-service & routing for instant, accurate resolution 24/7.
- Conversational AI chatbots reduce call volume.

One experience for unified communications and contact center

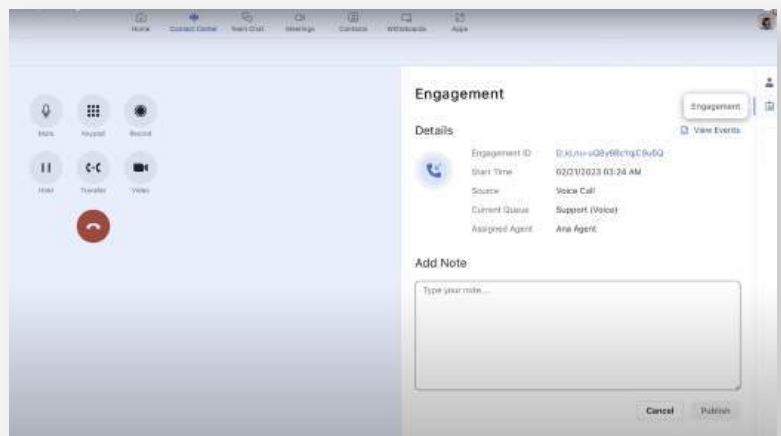
- Easily reach back-office experts while engaging with customers.

Video optimized high-touch engagements

- Screen share, file share, and chat help solve issues faster.

Modern Customer Support

Zoom Contact Center is an omnichannel cloud contact center solution optimized for video, designed to help businesses deliver prompt, accurate, and highly personalized customer experiences that drive loyalty.





CallTower AI

Transform Communication and Productivity with Unified AI-Powered Solutions

Artificial Intelligence has redefined how businesses operate and engage with customers. CallTower AI brings together all CallTower's AI capabilities together, boosting productivity, optimizing efficiency, and enhancing customer experiences. From AI features integrated into communication platforms to specialized, in-house AI practices, CallTower AI delivers faster, smarter, and more seamless business interactions and turns customer interactions into seamless and memorable experiences.

AI Integrations:



Microsoft Copilot

Unlock the full potential of your Microsoft ecosystem and transform productivity across your organization with Microsoft Copilot.

- **Seamless Integration:** Works with Teams, Word, Excel, PowerPoint, Outlook, and more to simplify workflows and automate repetitive tasks.
- **Advanced AI Models:** Utilizes GPT-5 and other large language models for accurate, real-time content generation and insights.
- **Copilot Studio:** Customize and develop AI-driven solutions tailored to your unique needs that integrate seamlessly into existing workflows.
- **Security & Compliance:** Detects anomalies and protects sensitive information, keeping your business secure and compliant with regulatory requirements.



Webex AI Assistant

Elevate your virtual meeting and customer engagement experiences with the intelligence of Webex AI Assistant.

- **Real-time Queue Management:** Provides live updates on call queues to optimize wait times and agent availability.
- **Advanced Call Routing:** Intelligently directs calls to the best-suited agent for faster resolutions and improved customer experiences.
- **Personalized Screen Pops:** Displays customer details instantly to help agents deliver more informed and tailored services.
- **Meeting Accessibility:** Noise cancellation technology, real-time transcriptions, and meeting highlights help improve clarity, productivity, and collaboration across teams.



Zoom AI Companion

Boost productivity and make collaboration more inclusive with Zoom AI Companion.

- **Meeting Summaries:** Automatically generates post-meeting summaries, saving time on notetaking and follow-ups.
- **Smart Meeting Insights:** Highlights key moments, action items, and decisions during meetings for easy reference.
- **Customizable Workflows:** Integrates with third-party tools to streamline workflows and automate repetitive tasks.
- **Enhanced Inclusivity:** Noise suppression, virtual backgrounds, and real-time translations help bridge communication gaps and improve the user experience.

Transform your contact center and create more intelligent and efficient customer support with Five9 Genius AI.

- **Personalized Interactions:** Advanced algorithms analyze customer interactions, enabling tailored responses and making customers feel valued and understood.
- **Real-Time Assistance:** AI Agent Assist provides human agents with instant, relevant information to boost productivity and reduce customer wait times.
- **Automated Support:** Intelligent Virtual Agent AI autonomously handles inquiries, ensuring consistent, round-the-clock support that builds customer trust.
- **Improved Efficiency:** Streamlines operations and automates routine tasks, enhancing customer satisfaction and operational performance.

Conversational AI (CAI)

Transform your contact center experience with conversational AI that turns customer interactions into seamless, integrated, and memorable experiences. With in-house CAI expertise, decades of contact center experience, and backed by Genesys, Five9, Parloa, industry-leading partners in Conversational and Generative AI, CallTower AI helps turn routine customer interactions into seamless, memorable experiences.

A Consultative Approach to Conversational AI:

- Contact center industry knowledge and experience
- Collaborative, knowledgeable, and highly experienced AI professionals
- Data-driven consultative approach that improves current and future interactions
- User-centered design based on customer and business requirements
- Personalized self-service solutions adapted by channel to improve customer experiences
- Closely aligned with best-of-breed AI technology partners
- Successful implementations with proven results
- Continuous learning and improvements

Conversational AI Key Features:



24/7 Chatbots & Voicebots: Automate routine inquiries and provide instant answers, freeing up human agents for more complex issues.



Agentic AI: Deploy sophisticated AI that can handle multi-step, contextual conversations and make decisions, guiding customers through complex processes.



Omnichannel Support: Engage with customers on their preferred channels, from voice and SMS to web chat and social media, all from one integrated platform.



Smart Routing & Sentiment Detection: Intelligently analyze customer intent and mood to prioritize and route conversations to the right agent, ensuring a faster, more empathetic response.



Agent Assist: Empower your agents with real-time guidance, automated task assistance, and instant access to customer information.

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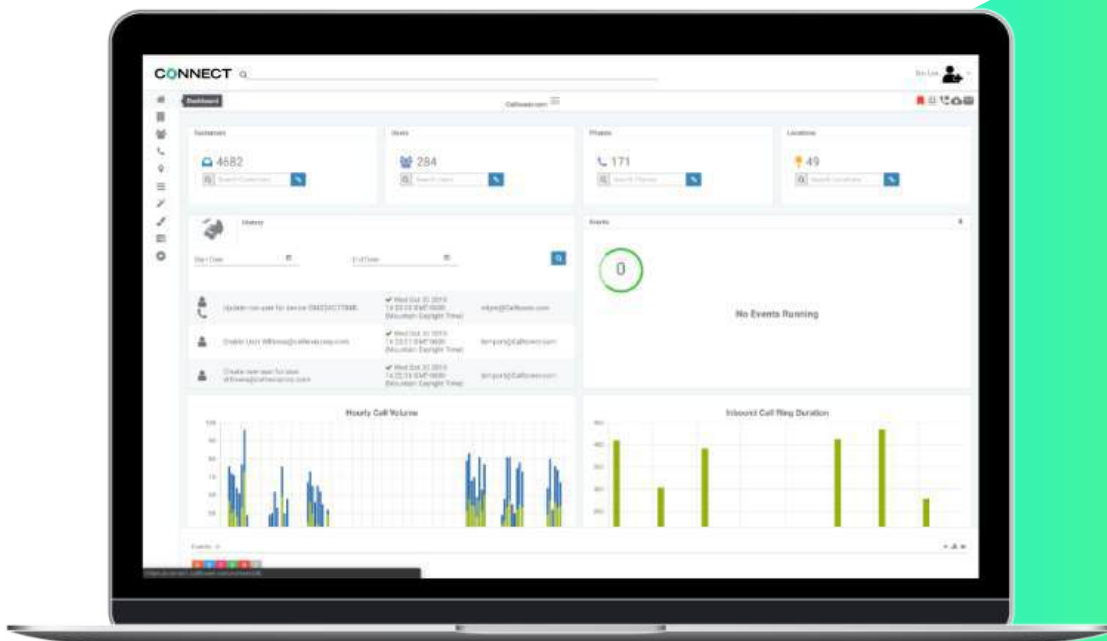
CallTower Connect

CallTower has a dedicated Telecom Team with more than 20+ years of porting experience & more than **25+ key integrations** through CallTower Connect

A revolutionary tool enabling users to easily personalize and control their CallTower services

Manage Rapidly Changing Technologies with Ease

CallTower enables customers to manage rapidly changing technologies through CallTower Connect – a user-friendly portal, created and developed in-house. This proprietary system ensures our customers can administer services without expertise in any one technology or hiring outside consultants to manage their CallTower Solution.



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Key Integrations

Global Calling - PSTN coverage in over 85 + countries covering Americas, EMEA and APAC	Direct Connectivity to Zoom, Microsoft and Cisco
Network & platforms are completely optimized for voice - dedicated, redundant global infrastructure for secure, QoS-based calling.	Global DID/DDI phone number availability and routing with DID reporting tools
Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner	One-Click Failover and Failover Solutions
CRM Integration	SMS/MMS Text Available
E911 Provisioning	Emergency Notifications
Microsoft 365 CSP (In Person Tier 1 Support)	Compliance Recording
SIP Trunk Management	Attendant Console
Device Management Check Out Devices	Cloud Fax / MasterFax
Daily CDRs	Consolidation of multiple country/market PSTN into centralized billing and management.
Call Analytics	Analog Device Support - faxes, paging, door buzzers, security gates, credit card machines
Microsoft Premium & Copilot	Entra Sync

[Check the website for the full list](#)



CT Unite

Seamlessly Integrate CRM

CT Unite, available for Microsoft Teams and Webex, seamlessly integrates popular CRM apps across industries. This solution enhances call quality and professionalism, boosts user productivity, and elevates collaboration. By streamlining high-volume call management, it reduces costs and time, delivering an exceptional caller experience with a friendly, knowledgeable touch.

Features:

Click-to-Dial

A comprehensive range of click-to-dial techniques enables significant time saving within your favorite applications.

Address Book

New caller details can be easily saved in your personal directory, and integrated apps can be searched and dialed from the results.

Contact Popping

If a caller's contact information is in an integrated app, full details will quickly "pop-up" on screen.

Recent and History Lists

Easily view lists of recent inbound/outbound calls and/or view a more comprehensive list of call history where any number can be redialed in a single click.

Call Preview

Caller Preview allows you to see the caller's summary details before you answer the call should they be in the integrated directories.

Note Taking

Quickly and easily add call notes to the business system for future reference.

Activity Logging

Record activity in business applications for all inbound & outbound calls
Feature is available with limited business applications; MS Teams currently only supports inbound logging.

Licensing

CT Unite comes in two license versions: "Express" and "CRM."

Express: Offers click-to-dial functions, call history, and contact searching with pop-up integration with Microsoft Outlook, Lotus/IBM Notes, & Google Contacts.
CRM: Offers contact searching with information pop-up integration into additional business applications/systems.

CT Analytics

Maximize your potential with data-driven insights

CallTower Analytics, available for both Microsoft Teams and Webex, gives businesses access to a comprehensive suite of analytical tools designed to provide real-time visibility into their communication networks. By connecting a remote sensor directly to the network, simulated voice traffic is sent to the sensor and mirrored back to the monitoring server in CallTower's data center, giving real-time and historical QOS data that's available for the user in the dashboard.



- Call Performance Analytics
- Live Wallboards
- Missed Call Analytics
- Service Level Reporting



- Chat Analytics
- Meeting Analytics
- Employee Wellbeing
- Reporting

CT Analytics Comes in Three District 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



CT Text

Enhanced Team Communication

CT Text, available for MS Teams and Webex, revolutionizes team communication by integrating SMS and MMS messaging directly into your collaboration platforms. Use personal or shared inboxes for seamless team visibility, all powered by secure cloud services. Text-enable your existing business number or use a dedicated local number for flexibility across devices and applications. With CT Text, businesses consolidate contacts and conversations in one place, ensuring efficient, secure, and reliable communication that keeps your team connected and productive, no matter where they work.

Why CT Text?



Seamless Integration: CT Text integrates directly with your existing UC platform, centralizing communication by letting users send and receive texts without switching apps, saving time and boosting productivity.



Enhanced Team Collaboration: CT Text streamlines team and client communication with real-time messaging, enabling faster responses and issue resolution.



Secure & Reliable Messaging: CT Text ensures enterprise-grade security, keeping your messages private and protected for confident communication.



User-Friendly Experience: With an intuitive design, CT Text is easy to adopt and fits seamlessly into any workflow, whether in-office or remote.

Benefits

Contact Manager App: Find and text any contact stored in your imported contact list.

Text Translations: Translate any message you send or receive across 60 languages.

Virtual Number: Choose a virtual number and enjoy 2-way SMS texting while keeping your personal number private.

Text Multiple Contacts: Create and import your own list of contacts to message.

Text Messaging Bot: Send, receive, and reply to messages within your existing UC platform.

Secure Access: Secure authentication means there's no need for additional user access maintenance.

Your Own Number: Use your existing number for calls & texts so your contacts always know who's texting.

Messaging Archive: All messages can be downloaded and filed in your conversation history folder for compliance.

Group Inbox: Get alerts on your desktop or mobile device when a new SMS text arrives.

ct SIP

CT SIP

Lower Cost, More Flexibility

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

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

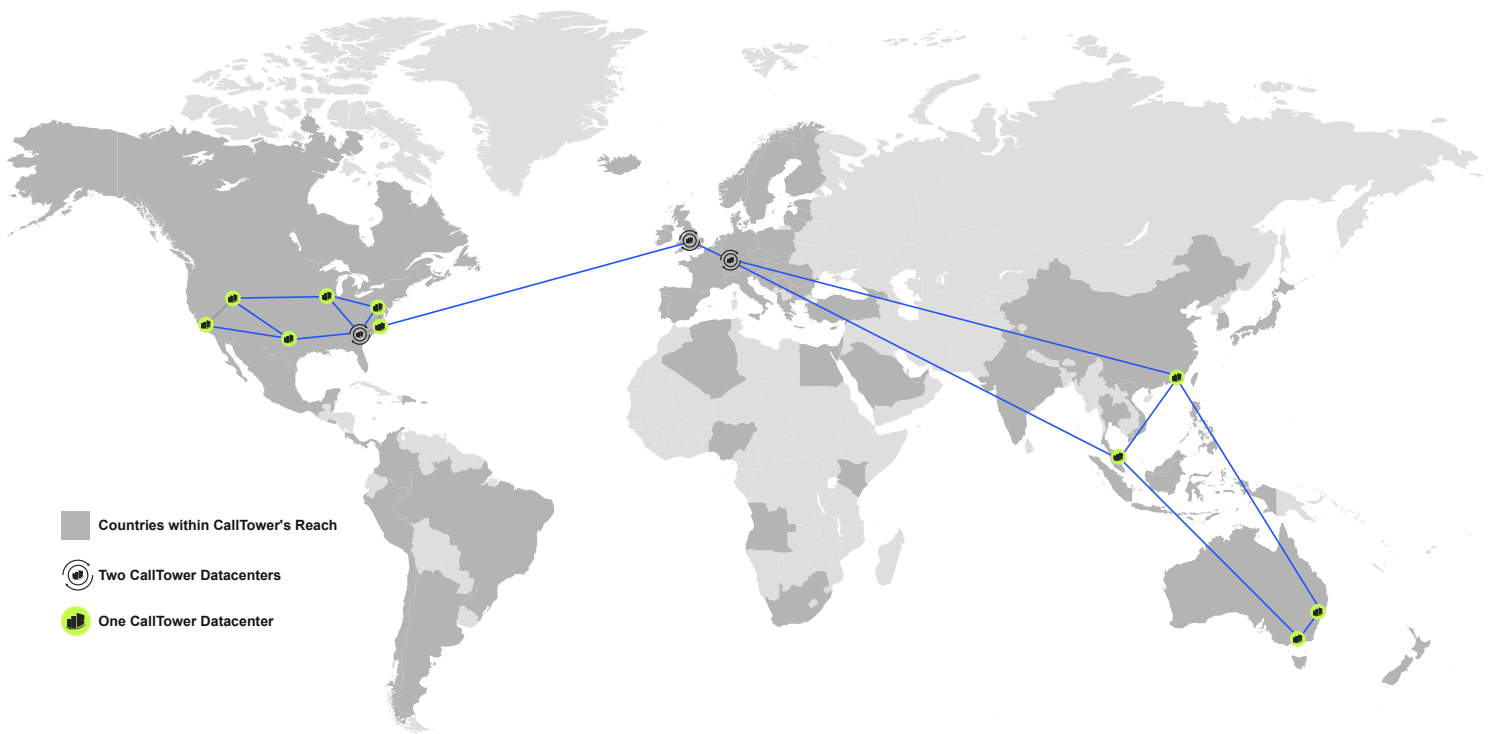
Should your phone system fail, you can fail over to our auto-attendant in the Cloud to provide uninterrupted service to your callers.

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



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Mobile Solutions



MS Teams Mobile

Empowering Business Mobility

CallTower's Microsoft Teams Mobile transforms personal devices into secure business tools, seamlessly integrating Teams Numbers via eSIM technology in minutes. This app-free solution simplifies operations, replacing desk phones and company mobiles while enhancing connectivity for frontline and field workers. With secure business extensions on personal phones, employees enjoy a controlled, unified communications experience without extra apps or hassle.

Key Features

- Touchless Activation
- Flexible Integration
- Enhanced Security

For Resellers

- Quick onboarding for faster market entry
- Works with MS Teams Calling
- Straightforward Billing Process
- Compelling value Enterprise customers

For Enterprise

- Unified management of telephony
- Seamless native Teams integration
- Business number on mobile
- Quick and Cost-Effective Deployment

For End Users

- Easy to deploy
- One-device communication
- No additional apps required
- Prioritized voice quality assurance
- Secure from personal communications



Webex Go

Extend Enterprise Level Collaboration to Mobile Devices

Webex Go seamlessly enables users to make and receive calls with enterprise-grade features like compliant call recording with no extra apps needed. It keeps personal and business numbers separate, uses mobile networks for superior call quality, and eliminates the need for personal data plans. IT teams benefit from centralized control via Control Hub, with tools to enforce compliance policies and access analytics for business calls, reducing IT management burdens.

Benefits

Mobile first, native experience

Enterprise-grade calling

Better media quality

Familiar phone features

Supports BYOD

Empower IT

Enable your complete mobile business

Simplify compliance

One-device communication

WhatsApp Integration (Coming Soon)



Connect with customers on WhatsApp for real-time support, seamless experiences, and stronger relationships while ensuring customers feel valued every step.

- **Earn Trust:** Business profiles provide helpful info for your customers in one place.
- **Showcase Your Products:** Simplify the shopping experience for your customers.
- **Respond with Ease:** Greet people instantly and respond to messages even when you're away so customers always feel seen & heard.