Workplace in the Cloud

Workplace as a Service (WPaaS)

Imagine having your entire office right in the cloud - that's what Workplace as a Service (WPaaS) is all about! It's like having a superpower that combines global voice capabilities with essential business integrations. This dynamic duo forms a modern, unified communications, contact center and collaboration solution of enterprise-grade quality.

WPaaS is not just about empowering organizations but also about injecting a dose of happiness into their workforce by ensuring productivity. It's like an information superhighway that connects teams, projects, and time zones, giving team members the super flexibility to stay connected from any corner of the world.

WPaaS is part of an exciting shift towards cloud-based services. The goal? To bring to life an adaptable enterprise cloud services offering that's secure, affordable, and streamlined. The grand vision of WPaaS is to revolutionize the enterprise landscape, especially enterprise IT. It's about managing not just physical spaces but also user experiences.

Imagine a world where dissatisfaction is predicted and prevented before it even happens, taking workplace management to an entirely new stratosphere. Now, that's what we call a workplace transformation!

Whether you're looking to optimize your existing communication systems or overhaul your workflow entirely, CallTower has the tools to amplify the way teams work.

ONLINE PROVISIONING IN ⟨CONNECT⟩

UCaaS Solutions	+	CCaaS Solutions	+	Collaboration	+	Integrations

UCaaS Solutions
- webex by CISCO
- Microsoft Teams
- zoom
- VOICE/SIP

CCaaS Solutions
- Five9
- Solgari Contact Center
- CONTACT CENTER
- Contact Center

Collaboration
- webex by CISCO
- Microsoft 365
- zoom
- SD-WAN

Integrations — PSTN Connectivity
- singlewire software
- GENESYS
- Atmos
- NICE CXone

calltower

ONE-STOP-SHOP

- Full turnkey solution
- One invoice
- One support call
- Dedicated circuits
- Fully managed headsets, handsets and conference rooms

SECURITY, STABILITY, SCALABILITY

- Benefits of OPEX vs CAPEX
- One platform to monitor
- End-to-end private cloud environment
- Faster troubleshooting

PROJECT MANAGEMENT

- No finger-pointing between solutions providers
- One project team for design/changes
- Faster deployment times
- Easy-to-use solution management tools

CallTower Advantage

Domestic and International Calling	Currently Managing 500,00+ DIDs	Network and platforms are completely optimized for voice	DID Reporting tools
DID Routing	Daily CDRs	Extensive carrier connections with 15+ Voice carriers and 30+ Internet Peering Partner	Call Analytics
E911 Provisioning	Direct Connectivity to Microsoft, Cisco and Zoom	SIP Trunk Management	Analog Device Support - faxes, paging, door buzzers, security gates, credit card machines

Key Integrations

- DID Management
- One-click failover
- CT Cloud Boost (SD-WAN)
- CT Cloud Unite (CRM)
- Unite for Teams
- Five9 Contact Center
- Zoom Contact Center
- Webex Contact Center
- Solgari Contact Center
- CT Cloud Contact Center

- Operator Console
- Compliance Call Recording
- CT Text (SMS/MMS)
- SIP
- CT Cloud Fax
- Analog Fax
- Analog Devices
- Door Buzzers
- Paging Devices
- Handsets / Headsets

- Conference/huddle room equipment
- Licensing
- Mass Emergency Notifications
- Dynamic E911
- Visitor Aware
- Duress Solutions
- Conferencing
- AdSync
- Attendant Console for MS Teams

UCaaS & PBX Solutions | Microsoft Solutions

CallTower's hosted Microsoft services offer dynamic and adaptable communication solutions that scales to meet the evolving demands of today's expanding businesses. The synergy created by merging Office 365 with Microsoft Teams consolidates your team's communication within a single unified solution.

As a trusted Microsoft Gold Partner, CallTower provides vigilant monitoring, proficient management, and unwavering support services to guarantee an unmatched user experience

Global Coverage

CallTower combines the power of global voice enablement and key business integrations, empowering organizations worldwide with the most advanced unified communication and collaboration solutions.

Connect with anyone, anywhere, inside or outside your organization, from a single, dedicated geographic number. Empowered by 11 geo-redundant data centers CallTower delivers connectivity to more than 6,000 cities and 70 countries.

70+
Countries / Regions Served

11
Geo- Redundant, Global Data Centers

CallTower Data Centers
Partner Data Centers
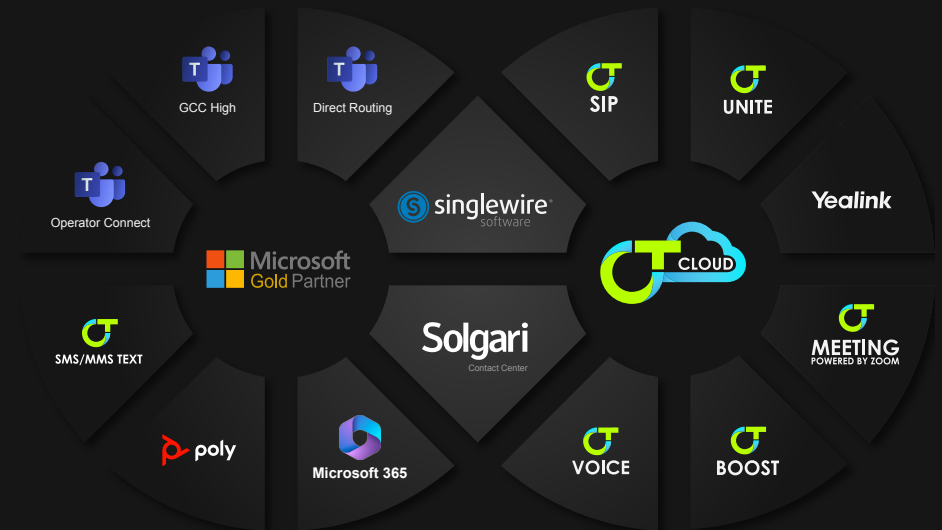
Operator Connect for Microsoft Teams

Operator Connect for Microsoft Teams delivers PSTN access to Microsoft Teams users, designed to enhance customer experiences by simplifying the setup and management of CallTower services.

Leverage existing contracts or find a new operator

You keep your preferred operator and contracts or choose a new one from a selection of participating operations to meet your business needs

Faster, easier deployment

You can quickly connect to your operator and assign phone numbers to users - all from the Teams Admin Center.

Enhanced support and reliability

Operators provide technical support and shared service level agreements to improve support service, while direct peering powered by Azure creates a one-to-one network connection for enhanced reliability,

Operator-managed infrastructure

Your operator manages the PSTN calling services and Session Border Controlling (SBCs), allowing you to save on hardware purchase and management,

Microsoft Teams Direct Routing

Direct Routing allows customers to bring their current voice services into the Microsoft Cloud. The Microsoft Teams Phone System powered by CallTower enables this seamless integration, offering users the ability to maintain their existing voice infrastructure while benefiting from the advanced communication features of Microsoft Teams.

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 Microsoft 365 software stack from within Teams

Change Management

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

Microsoft Teams Direct Routing for GCC High

CallTower is the only voice provider delivering cloud-based Direct Routing in GCC High to support Microsoft 365 GCC High (MSFT 365 GCCH) for government contractors that work with the Department of Defense.

CT Cloud Unite

CT Cloud Unite provides integration to a wide range of business and contact-oriented applications. This solution enhances the capabilities of Microsoft Teams by offering a standard set of features with each integration, broadening the scope of what businesses can achieve with Microsoft Teams.

Solgari Contact Center

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Microsoft 365

Transform the Way You Do Business with CallTower's Microsoft Managed Partner Network

Why Get Microsoft Licensing form CallTower?

We handle the move of voice to Microsoft Teams	Use CallTower Connect to manage users' Teams voice integration
The expertise of engineers, certified in Microsoft Voice networking and PSTN connectivity	Managed voice migration to Teams
Single point of contact for Microsoft 365 and Voice	Seamless license migration

Support Service Level Agreement

24/7/365 Support

Issue Priority	CallTower Response	Microsoft Response
Critical P1	15 Minutes	1 Hour
High P2	30 Minutes	Next Day
Non-Critical P3	4 Hours	No Commitment
	1 Business Day	No Commitment

We Provide Design and Migration Support

Migration Active Directory (AD)

Email Domain

Consolidation of Multiple Domains

Project Management

Cisco Webex Solutions

Cisco Webex stands as one of the most secure IP telephone systems on the market. CallTower's hosted Cisco Webex solutions bring unparalleled unified communications capabilities to businesses of all sizes.

With a focus on delivering a smooth user experience, bolstered by high-quality and scalable web and video features, CallTower's Cisco Webex solutions are user-friendly and support mobility, messaging, conferencing, and presence management, making them the ideal choice for streamlined business communication technology.

1 Expertise in on-premise to cloud migration

2 International Hybrid Webex and MSFT Teams Environments with Key Integrations, Including Contact Center

3 White Glove Implementation Ensuring a Gradual Shift in Solutions Enabling Adoption

4 Scalable / Flexible / Customizable

5 CallTower Connect - Provisioning Portal with 25+ APIs
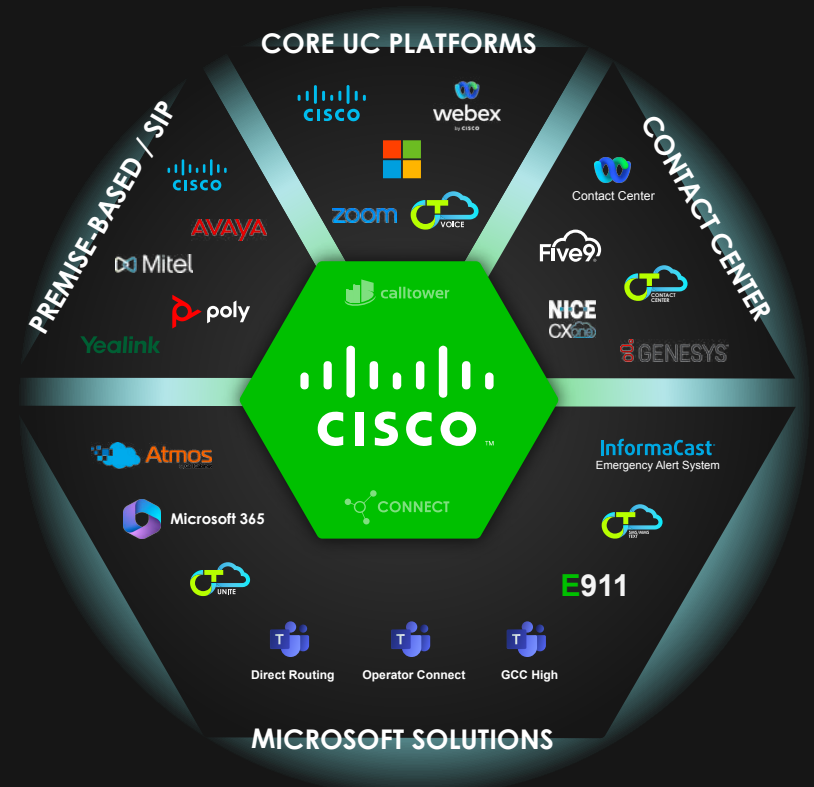
CallTower's Cisco solutions provide the ultimate unified communications capability for all businesses, no matter how small or large. It delivers a seamless user experience with high-quality, scalable web and video capabilities. CallTower's Cisco offerings are easy–to–use business communication technology tools that support mobility, messaging, conferencing and presence management.

International Cloud Connect for Webex Calling

CallTower, a Cisco Certified Calling Provider, enables Cloud Connect for Webex Calling. This feature allows customers to use CallTower for their Public Switched Telephone Network (PSTN) access, providing a seamless and efficient connection.

Cloud Connected PSTN (CCP) for Webex Calling

CallTower's Cloud Connected PSTN (CCP) for Webex Calling enables businesses to deliver a full Global Cloud Webex Calling Service for customers in over 70 countries. This integration natively combines PSTN with Webex Calling, offering a seamless and global reach for businesses.

International Cloud Connect for Webex Calling

CallTower Connect simplifies the setup and management of CallTower services like Webex. Facilitated within an easy-to-use online or mobile app, this solution makes it convenient for users to manage their communication services.

- Partners since 2002
- Cisco Premier Provider Worldwide
  - ☐ Certified Advance Collaboration Architecture Specialized Partner
  - ☐ Webex Calling / UCM
  - ☐ Operating HCS version 12.5
- First to deploy CUCM in a private cloud
- Contact Center Integrations since 2010

CISCO
Powered

Premier Provider Worldwide

Cisco Certifications Held:

- CCENT / CCNA / CCDA
- Cisco Distinguished Certified Calling Providers for Webex
- CCDP / CCNP
- Cloud Connect for Webex Calling (Americas, EMEA and APAC)
- Cisco Webex Calling (SP)
- Cisco Webex Contact Center (SP)
- Cisco UCM Cloud - Connected PSTN
- Cisco SIP Trunking for Legacy Systems

Zoom Solutions

zoom

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's Zoom Phone empowers companies to keep their teams connected, productive, and happy by enabling seamless information flow across departments. These comprehensive Zoom services offered by CallTower are designed to revolutionize the way organizations communicate and collaborate, delivering enhanced productivity and convenience.

zoom one

Zoom One combines video meetings, voice calls, and messaging into one easy-to-use platform

Benefits of Using Zoom One

| Increased Productivity Through Seamless Collaboration | Improved Communication Through Messaging and Video Conferencing | Cost Savings Through Consolidation of Tools and Resources |

Zoom Calling

ZOOM
Calling

Zoom Calling's cloud phone solution allows you to make and receive calls from anywhere, using any device. Its easy-to-use interface and advanced features make it a great option for businesses of all sizes

Zoom Phone

ZOOM
Phone

Zoom Phone goes beyond traditional cloud PBX systems by providing a full-featured unified communications platform that integrates with other Zoom products and services. Its advanced features, along with its flexible and scalable pricing model, make Zoom Phone the perfect fit for organizations of any size.

ZOOM
Contact Center

Zoom Contact Center Integration

Zoom Contact Center's cloud-based solution provides a single platform for routing, queuing, and reporting on customer interactions across multiple channels, including voice, chat, email, and social media. Zoom Contact Center makes it easy for agents to handle customer interactions through a unified interface. With advanced analytics and management tools, Zoom Contact Center provides businesses of all sizes with the ability to deliver better customer experiences and insights

1 **Call Delegation**
Assign certain numbers or extensions to other team members for call handing.

3 **Call Conferencing**
Host conference calls with up to 1000 participants for easy collaboration and communication.

2 **Interactive Voice Response (IVR) System**
Automatically route calls to the right department or team member using pre-recorded messages.

4 **Mobile App**
Use the Zoom Phone app to stay connected and productive on the go.

Zoom Technical Requirement and Integration Options

Technical Requirements

Zoom One: a computer or mobile device with internet access

Zoom Calling: a calling plan and compatible phone or computer

Zoom Phone: a calling plan, compatible phone, and internet access

Zoom Contact Center: integration with Zoom Phone or a compatible phone system

Integration Options

Zoom integrates with many popular business productivity and collaboration tools, including:

Choosing the Right Zoom Solution for Your Business

Zoom One

A great option for businesses of all sizes that need a seamless and complete solution for communication and collaboration.

Zoom Phone

Perfect for businesses that need a cloud-based phone system that is easy to manage and scale.

Zoom Contact Center

A great choice for businesses that want to streamline their contact center operations and provide better customer experiences.

CT Cloud Solutions

Managing communications and increasing productivity in today's dynamic, distributed, mobile economy can find itself to be 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.
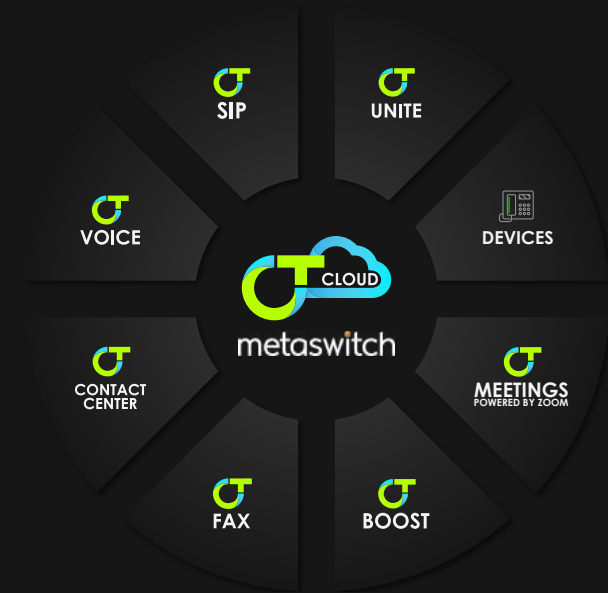
CT Cloud SIP

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.

CT Cloud Unite

The integration of Microsoft Teams with CallTower's phone system allows businesses to bring their current voice services into the Microsoft Cloud via Teams Direct Routing. This powerful combination offers a comprehensive communication solution, enabling efficient handling of customer interactions and improving first contact resolution.

CT Cloud Voice

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
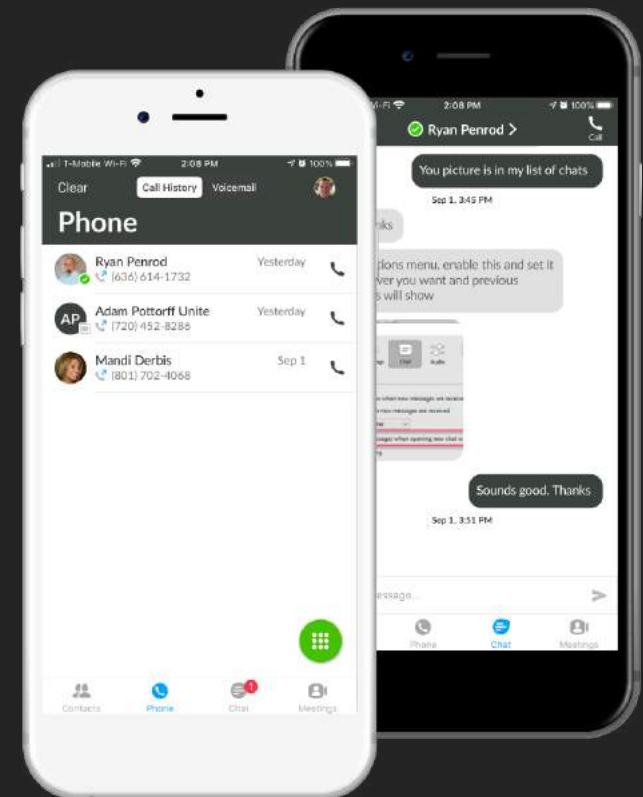
CT Cloud Boost

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

Contact Center Solutions

Five9 Blended Cloud Contact Center

The Five9 UC Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents with Teams users throughout the organization. Contact center agents can easily identify the right knowledge workers and subject matter experts using a Five9-Teams consolidated directory on their desktop.

Solgari Integration

CallTower's partnership with Solgari delivers in-application contact center and communication capabilities within Microsoft Teams. With this integration, businesses can leverage advanced features like call recording, IVR, and advanced call handling, transforming Microsoft Teams into a robust platform for customer service operations.
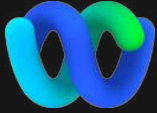
Webex Contact Center

Webex Contact Center is an omnichannel contact center-as-a-service (CCaaS) that delivers enriched customer journeys, all powered by the cloud and data intelligence, driving faster and more personalized customer experiences.

Built on the open and flexible Webex Platform for Contact Center, our portfolio integrates advanced cloud services such as AI capabilities, enterprise-grade cloud calling, data analytics, workforce optimization, CRM and experience management applications.

CT 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.

CONNECT

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

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 UCaaS platforms.

CallTower Connect is built from the ground up for speed and ease of use. The application is launched from a web browser by an end user or company administrator to add or manage CallTower hosted Microsoft Teams, Skype for Business, Cisco HCS, CT Cloud Voice, CT Cloud SIP, Email and Conferencing solutions. CallTower Connect places powerful communication tools within an easy-to-use application. A few clicks are all it takes to customize many phone features.
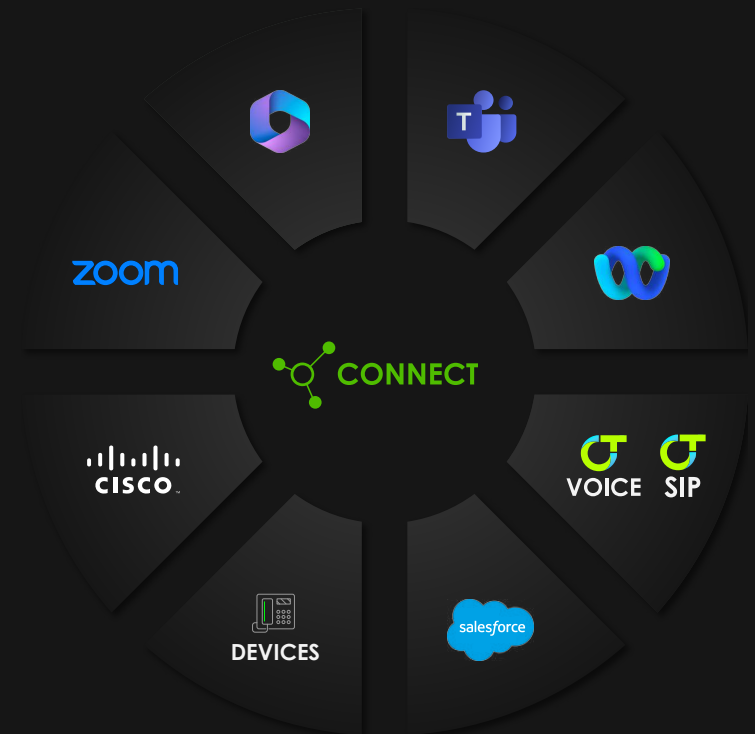
Reduce Administrative Workload

The workload of corporate administrators will decrease as users gain access to a simplified panel where quick changes such as call forwarding, password management, Microsoft Teams conference PIN changes, speed dial button assignments and personalizing voicemail profiles can be made without a call to support.

Powerful Communication Tools

CallTower Connect places powerful communication tools within an easy-to-use application. A few clicks are all it takes to customize many phone features. CallTower Connect is built from the ground up for speed and ease of use. The application is launched from a web browser by an end user or company administrator to add or manage CallTower hosted services.

Core Solutions

Combine powerful voice enablement with contact center, productivity tools and network support to unleash the full power of a modern and enterprise-grade unified communications suite. CallTower delivers comprehensive UCaaS turnkey solutions.
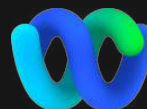
For More information

Let's Connect