calltower

CT | CLOUD center

FULLY-FEATURED, POWERFUL AND COMPLETE END-TO-END CLOUD CONTACT CENTER

SUPERIOR CUSTOMER CARE

Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software.

INCREASE PRODUCTIVITY AND REDUCE COSTS

The CT Cloud Contact Center hosted 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.

Microsoft Teams

SUPERIOR CUSTOMER CARE *TEAMS CCAAS OVERLAY*

Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software. CT Cloud Contact Center empowers customers with a full-featured, powerful and complete end-to-end cloud contact center solution. Customers can expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software.

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

ABOUT CALLTOWER

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

CallTower enhances our clients' strategic and operational capabilities by integrating VoIP service, mobile applications, email hosting, unified messaging, instant messaging, audio, web and video conferencing, collaboration tools, contact center, cloud services and global networks solutions into one reliable platform.