



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 Telax 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.





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



Workforce Management

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



Quality Management

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



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



Call Center Group

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

ABOUT CALLTOWER

CallTower exists to enable people to easily connect to transact business communications. Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications solutions for growing organizations worldwide. CallTower provides, integrates and supports industry-leading, cloud-based, Unified Communications and Collaboration solutions, including Cisco® Unified Communications Manager, Microsoft® Skype for Business, Metaswitch Hosted PBX, Office 365, Zoom Video Communications and Adobe Connect services 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.