

Collaboration For Your Business - Your Way

As organizations become more complex their employees need smarter and better ways to collaborate. This experience should connect people, information and their teams.

Getting Unified

CallTower's Hosted solutions provides the ultimate in unified communications capabilities for all businesses no matter how small or large. These solution features offer powerful call processing for Cisco Unified IP Phones as part of a converged voice and data solution, powered by Cisco and ABC.

Unbridled Collaboration

CallTower's unified communications solutions deliver the most advanced communication capabilities you need to better compete in any industry:

- Fully Featured Phone Set: Advanced key system and private branch exchange (PBX) capabilities.
- Cost Efficient: Fully featured call processing solution is available on the ABC Hosted solution which are simple to deploy, administer, and maintain in a private cloud environment.
- Increase Productivity: ABC provides your staff with call control, location and status of their team members. Remote access through the cloud.
- User-Specified Call Handling: Your staff will have the ability to take advantage of a single number by routing incoming calls to mobile or other phones based on rules.
- Easy to Install – Easier to Maintain: With CallTower's ABC:connect, your organization will have a web based portal interface that makes moves, adds, and changes simple.
- Strong ROI: CallTower's Hosted Cisco Solutions offer protection for your investment. Supporting a wide range of users from one to thousands. ABC enables planned migration strategies in support of future growth.

Get Up and Running in Days +

24 hours a day / 7 days a week / 365 days a year

ABC's Cisco Hosted Solutions

ABC supports advanced capabilities of the current versions of Cisco CallManager, including mobility, messaging, conferencing, and presence management services, as well as provides the enterprise IP telephony feature set that organizations demand today.

ABC supports a wide range of Cisco phones, wireless phones, sidecars, and conference phones to fit your organization's needs.

Cisco-with integrated Lync (Remote Call Control)

With ABC IP Voice Services, organizations can communicate real-time, reach key decision makers with a single phone call using a hosted Cisco and/or ABC Complete 2013 for Lync solution. Different users in your organization can use either or both best-of-breed solutions. Our solution offers enterprise-class voice quality, feature-rich desk phones, soft phones and a full integration with cell phones. The result is a robust, flexible voice offering that easily scales and adapts to the changing needs of your organization



PARTNER WITH ABC AND
STAY CONNECTED. STAY AHEAD.

CONNECT YOUR CUSTOMER TO:

- HOSTED CISCO CALL MANAGER
- MICROSOFT LYNC 2013
- LIVEOPS & COMPUTERTALK CONTACT CENTER
- INTERNATIONAL EXPANSION
- SHAREPOINT, EXCHANGE, AND MUCH MORE!

Remote Solution

Stay connected anywhere using our best-of-breed Cisco remote phone solution. Empower your organization with the benefits of a ABC Remote Voice Service for use in a home office or a small office location using a third party Internet connection. Large or small, organizations can easily and affordably leverage feature rich communications service to teleworkers and small office employees normally reserved for large enterprises.

CallTower's remote solution is unmatched for delivering:

- Reliability
- Low Implementation and Recurring Costs
- Rapid Deployment
- Scalability
- Control and Flexibility

Office Extensions

Each person within your organization can have their own phone extension or a shared line. Features include:

- Local Telephone Numbers with 911 Service
- Inbound/Outbound Dialing
- Basic and Premium Voice to Text/Email Transcription
- Find Me, Follow Me Service
- Call Forwarding
- Call Forking



Why ABC For Hosted Cisco Solutions?

Contact Center

Choose from two integrated best of breed contact center solutions sold and supported by ABC; LiveOps or ComputerTalk ice. Both are cloud based enterprise contact center solutions unmatched with feature rich designs.

Reliability

You can rely on ABC Hosted Cisco Solutions. We engineer for high availability which means you can rely on your communications at all times. A B C offers complete Cisco solutions with Cisco multi redundant switches and best of breed circuits with guaranteed Quality of Service (QoS) along with fail over services to ensure your organization the highest up time possible.

Superior Implementations

Professional Implementation – Count on a seamless implementation and setup of Hosted Cisco Solutions as a standalone offering or integrated with Lync 2013. Our professional experts have deployed thousands of users and will ensure your success with a personal, dedicated project manager.

World Class Support

Need help? No matter where you are in the world or whatever your hosted Cisco needs are, ABC 24x7x365 Support Department is available. A B C employ's proven experienced support staff available via phone, email and chat.

International

A B C leverages its world wide network to provide Lync with localized numbers from 52 countries. ABC has expanded its reach internationally. Now customers can leverage all of the ABC services, such as, Lync with voice, external exchange integration and Contact Center solutions to provide localized services for their growing customer base. These countries include: China, Australia, United Kingdom, Brazil and more.

CONTACT US TODAY

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