Harmony
Cloud voice powered by GCTI

Imagine you could instantly scale and manage your communication from anywhere, becoming more agile with company-wide collaboration, and still support every role in your organization. When Global CTI transitions your business phone platform to the cloud, all of that is possible - and so much more!

INSTANT SCALABILITY FROM ANYWHERE
A RELIABLE, SECURE, AND COMPLIANT PLATFORMS WHICH CAN BE MANAGED CONFIDENTLY FROM ANYWHERE.

COMPANY WIDE COLLABORATION
ONE APP THAT CONNECTS EVERY EMPLOYEE ANYWHERE, ON ANY DEVICE, IN ANY COMMUNICATION MODE.

REAL TIME BUSINESS INTELLIGENCE
MAKE INFORMED DECISIONS WITH UNIFIED JOURNEY ANALYTICS ACROSS ALL EMPLOYEE AND CUSTOMER INTERACTION CHANNELS.

HYPER AGILE COMMUNICATION
TRANSFORM YOUR ORGANIZATION WITH TAILORED EMPLOYEE AND CUSTOMER EXPERIENCES.

SINGLE INTEGRATION FRAMEWORK
CONNECT POPULAR BUSINESS AND CRM APPS, AND HELP YOUR TEAMS ACHIEVE NEW LEVELS OF PRODUCTIVITY WITHOUT COMPLEXITY OR COST.

SINGLE POINT ACCOUNTABILITY
ONE SECURITY, PRIVACY AND COMPLIANCE FRAMEWORK. ONE DATA RESIDENCY POLICY. 99.999% PLATFORM SLA.

Your team can work from anywhere and on any device, across multiple platforms to increase productivity and enhance your customer experience. Our newest voice to cloud product suite combines the leading providers of UCaaS and Global CTI's world-class customer service and technology solutions, into one array to seamlessly modernize your business communications platform.

GLOBALCTI
Communicate Better

CONTACT: Sales@GCTI.com
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GLOBAL SOLUTIONS. WORLD CLASS SERVICE

SOLUTIONS SPOTLIGHT

Harmony combines voice, video conferencing, team messaging, contact center, analytics, services and support into a comprehensive communications solution. This transforms the customer experience by enabling customers and employees to interact in one system of engagement. The results are faster time to resolution at a lower cost and a better experience for customers and employees. Mix and match phone types to create your optimal support platform.

THE KNOWLEDGE WORKER
Well-suited for most employees X2 includes one application for business voice, team messaging and meetings accessed through the desktop app, mobile app or a desk phone.

THE SUPERVISOR
More advanced analytics and wallboards to improve employee productivity, optimize service quality, and improve operations and call handling along with free calling to many international countries.

VOICE FOCUSED CONTACT CENTER ASSOCIATE
The same capabilities of X4 along with contact center-centric functionality for voice-based interactions and integration with common customer relationship management (CRM) applications for associates.

MULTI-CHANNEL CONTACT CENTER ASSOCIATE
All the previous capabilities plus a full suite of analytics, integrations and the latest contact center functionality, like co-browse, quality management and outbound predictive dialing.

INSTALLATION SERVICE LEVELS

TASK	BASIC	ENHANCED	PREMIUM
Project Management	X	X	X
Telco Analysis and Porting Assistance		X	X
User and Call Flow Collection and Documentation		X	X
Network Readiness Assessment		X	X
System Build and Configuration of Users and Call Flows	X	X	X
Phone Deployment and Provisioning		X	X
Web-based self-paced User training	X	X	X
Onsite Live User Training			X
Cutover, Porting and Testing	X	X	X
Remote First-Day of Business Support	X	X	
Onsite First Day of Business Support			X

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