Voice and Unified Communications

Comprehensive Cloud-Based Communications

Optimize collaboration across your business

Providing employees with tools that allow them to easily and effectively communicate is critical to organizational performance. GTT's suite of voice and UC services drive business productivity with capabilities that include SIP trunking, hosted PBX and a comprehensive suite of call center services. Take advantage of the cost efficiencies of cloud-based service delivery, advanced functionality, and the expansive reach of our global SIP-based voice network.

SIP Trunking	Enterprise PBX	Call Center Services

GTT's SIP Trunking service integrates diverse communication mediums, such as voice, video and instant messaging, over a single IP connection, delivering cost savings and improved collaboration.

The service is interoperable with all major UC platforms, including Cisco, Avaya, Microsoft, ShoreTel and Siemens, and can easily be integrated with legacy equipment.

With GTT's SIP Trunking, you can meet business continuity objectives with built-in redundancy at the trunk level, as well as secondary failover options by the PoP or individual telephone number for additional resiliency.

We also provide a secure SIP Trunking option that guarantees encryption of sensitive call signaling and media with TLS and SRTP.

Enable your employees to stay connected no matter where they are working with Enterprise PBX. The hosted service provides complete PBX replacement from the cloud, allowing for elimination of legacy infrastructure.

With Enterprise PBX, you can instantly provision voice services across your organization via a single portal. The service includes enterprise-grade PBX features such as call transfer, voicemail, music on hold, enhanced call routing and unified messaging, and is backed by leading SLAs.

Enterprise PBX offers a common pricing structure globally and can be deployed in a fully hosted or hybrid model to interface with existing equipment.

Call center technology is evolving rapidly to support the evolving communication requirements of enterprises and their customers. GTT enables organizations to provide an improved end user experience with an advanced suite of call center capabilities, delivered simply and cost-effectively from the cloud.

- **Call Center:** delivers rich functionality and features such as automatic call distribution and queue routing, with less upfront cost than a traditional solution

- **Contact Center:** provides a fully integrated, multichannel platform for customers to interact with agents, encompassing voice, email, chat, social networks and SMS

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The GTT Advantage

Expansive, Highly Scalable Network

GTT's voice network spans redundant points of presence across four continents, where we interconnect with leading regional and global carriers. Our network architecture includes the latest-generation Sonus Session Border Controllers, which can support up to 636,000 concurrent calls, with the ability to scale as needed.

Comprehensive Global Telephony Footprint

We offer one of the broadest footprints for DIDs, termination services and toll-free services around the world, helping you to easily expand your reach. We also offer emergency services in select countries as well as in-country voice testing for all global numbers.

Solutions Built for Enterprises

GTT's voice and UC offerings are enterprise-grade, pairing improved voice and collaboration with the efficiency and cost savings of the cloud. From our redundant and secure SIP Trunking offering, to the advanced functionality of hosted PBX, to diverse call center capabilities, GTT provides you with flexible solutions to meet your unique business requirements.

Support for Diverse Technologies and Platforms

Our robust SIP-based network is interoperable with major UC platforms, including Microsoft Skype for Business, Avaya, Cisco, ShoreTel and Siemens. We provide flexible access options, including public IP or private-network technologies such as Ethernet or MPLS.

Streamlined Service Experience

GTT is committed to providing a superior service experience, backed by our core values of simplicity, speed and agility. Our global Network Operations Centers (NOCs) are available 24x7 to resolve service issues, while continuously monitoring the network.

Key Benefits

Global, scalable SIP-based voice network

Comprehensive telephony footprint
- Termination – 200+ countries and territories
- DIDs – 65+ countries
- Toll free – 120+ countries and territories
- Emergency services – select countries around the world
- In-country international voice testing, available in 105+ countries and territories

SIP Trunking
- Integration of diverse global communication services
- Interoperable with key UC platforms and legacy infrastructure
- Highly redundant offering, with trunk or telephone-number level failover options
- Secure Trunking service option

Enterprise PBX
- One device-agnostic contact number for employees simplifies communication
- Manage global voice infrastructure from a single portal
- Available in both a hybrid and hosted architecture

Call Center Services
- Diverse set of call center and contact center capabilities
- Ability to comply with diverse regulatory requirements such as HIPAA and PCI DSS
- Services include portals that can be used to route traffic or view in-depth reporting information

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Contact Us

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