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Zultys Inc. Version 5.0 Enables Unified Communications Features for Mobile and Remote Teleworkers

Enhancements Improve Accessibility, Boost Contact Center Productivity and Streamline Network Architecture

Sunnyvale, CA, May 20, 2009 — Zultys Inc., the premier developer and manufacturer of pure SIP-based Unified Communications solutions for business and enterprises, today released Version 5.0 software for the award winning MX250 and MX30 Enterprise Media eXchange products.

"Zultys continues to innovate and advance our IP PBX Unified Communications solutions to provide the new features our customers are demanding to help them succeed in the marketplace," said Vladimir Movshovich, CTO, Zultys. "Among many features, this new release provides unique advantages for Contact Center managers and companies supporting teleworkers and remote offices. We're always moving forward at Zultys, and know that our customers expect us to deliver nothing but the best."

Zultys Release Version 5.0 eliminates the need for licenses for SIP trunk support in a continuous effort to simplify customer's access to the latest technologies as well as:

Keeping in Touch with Your Mobile and Remote Workers

- **Find Me, Follow Me:** This advanced call handling feature provided by *MXIE™*, the Zultys personal Unified Communications client, allows the IP-PBX system to locate a user at up to 16 different contact points, including mobile and home phones. A user's desk phone and mobile phone may be twinned to ring simultaneously, and calls may be easily switched from mobile phone back to desk phone.
- **MXconnect™:** Now you can make ANY phone number (e.g. your home or mobile phone) an extension of your office, allowing you to not only answer your ringing extension from anywhere, but also place a call on hold or even transfer the call back to an internal extension using our state-of-the-art *MXIE™* CTI application. Allow anyone to work and connect from anywhere, including your Contact Center agents.
- **MXIE Presence Notes:** The enterprise-wide Presence and Instant Messaging features of *MXIE™* have been expanded to allow users to type a short note that provides additional status information that is displayed to all other users, such as "back at 2pm," or "In training all day."

Improving Productivity for Contact Centers

- **ScreenDial™:** Allows users to dial from any desktop or web-based application. Simply select the phone number and press your choice of customized Hot Key (e.g. CTRL F12). Dial from CRM, Word, Excel or even web-based applications.

- **Call Attached Data:** Allows the Systems Administrator to define and construct a pop-up notepad or drop-down menu that is displayed upon making or receiving a call. A user may add specific information (completely customizable), such as notes, wrap-up codes and account codes. This data is transferred with the call to other agents as the call is processed. When the call is completed, the call attached data is added to the call log and is easily retrievable for additional actions, reference and analysis.
- **Call Recording from Any Phone:** Record all calls, regardless of the type of phone – SIP, analog, or mobile phone, even calls that are transferred off system. The Call Recording feature is integrated into Zultys MX products. Call recordings may be managed via Visual Voice Mail, stored, forwarded, and archived.
- **Call Detail Record Archiving:** Store an unlimited number of call detail records in an external MySQL database, facilitating long term historical reporting of call trends and staff utilization. The data may be reported on using the 38+ standard reports or via 3rd party tools such as Crystal Reports connecting via the industry standard ODBC connection.

Network and Phone Enhancements

- **Session Border Controller and Port Mapping:** This feature provides improved security. Organizations may deploy the MX system behind the corporate firewall while allowing remote teleworkers and mobile employees to securely connect and operate as if they were in the office. The advanced Near-end and Far-end NAT Traversal feature set negates the need for the complex Virtual Private Network (VPN) connections that other systems require. This standard feature requires no additional equipment.
- **ZIP 5-series SIP Phone Enhancements:** ZIP-5 series SIP desktop phones may now directly access the corporate directory via XML browser. Management has been enhanced with additional settings to control back-light mode, missed calls indicator, hands-free mode and the ability to quickly re-order keys.
- **ZIP 5-series Silent Monitoring:** Supervisors may silently monitor contact center agents in real-time to for coaching and training purposes.
- **Real Time SIP Call Monitor/Packet Capture:** System administrators may quickly capture and review SIP messages sent to and from the MX system for troubleshooting and network monitoring.

Version 5.0 also lays the foundation for important new features and capabilities that will be issued later this year, including mobile presence clients and service features, desktop video, and more.

About Zultys

Based on open standards, Zultys Inc., a Silicon Valley company founded in 2001, manufactures feature-rich Business Phone Systems that easily scales to thousands of users. Zultys makes your business needs our priority. Our solution supports MAC, Windows 32 or 64 Bit or Linux users and integrates features such as soft-phone, Find me Follow me, Presence, Secure Chat, Tele-worker support, IVR, ACD, Call Record, Fax Origination/Termination, Cell Phone Twinning and much more. Not only is our solution cost effective, but it also provides the highest energy efficiency with its compact single server all-in-one design. Zultys' distributed architecture also helps companies maintain high availability, while being simple to install, manage and scale. For more information, visit us at www.zultys.com.

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