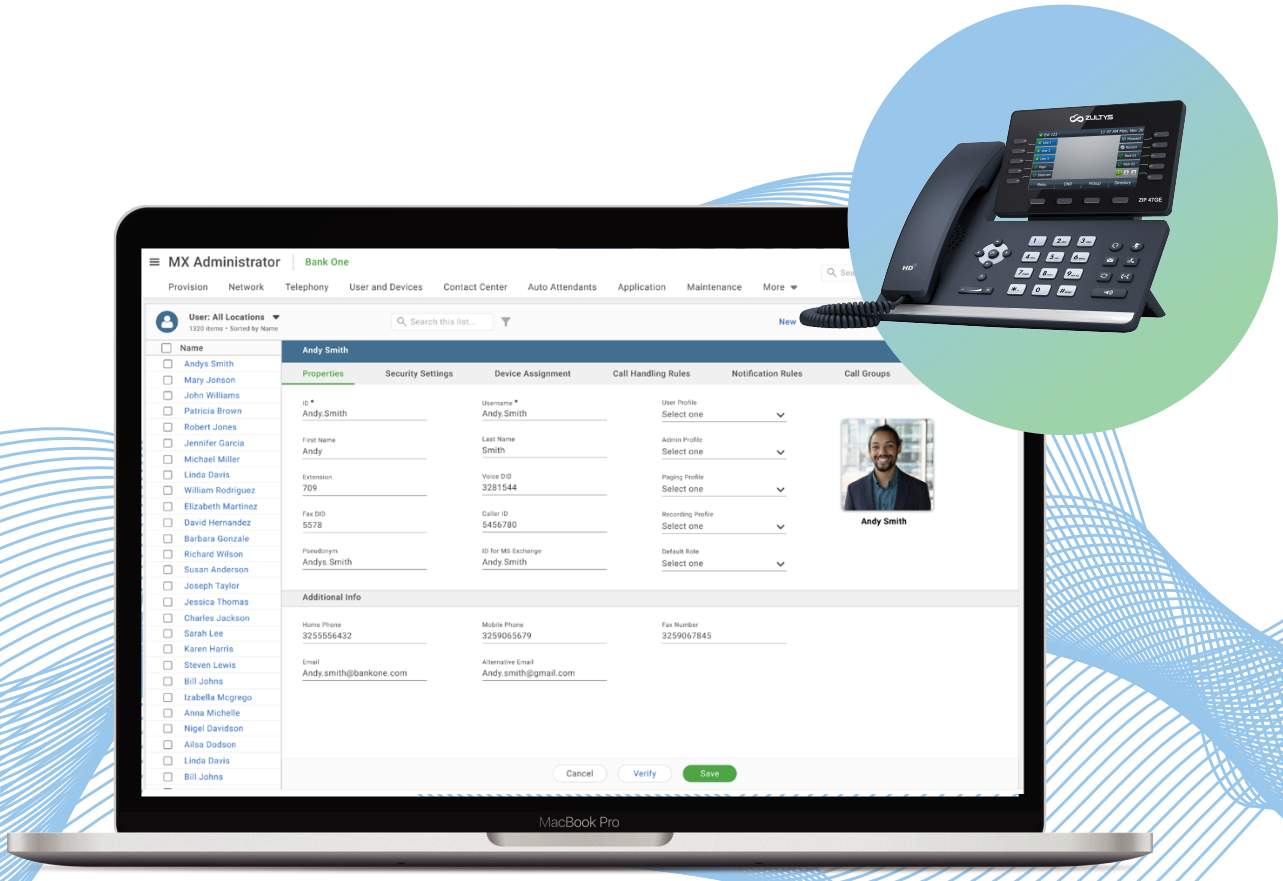
ZULTYS

Enhance Microsoft Teams with Zultys

Direct Routing for Teams

Enhance your business communications with seamless, integrated connectivity through **Direct Routing for Teams.** This Microsoft Teams Integration allows users to route calls through the Zultys system, allowing access to flexible call routing, complex auto attendant configurations, comprehensive call handling rules, and the ability to make and receive calls from desktop phones—even for users without a Teams account. Zultys' security features also provide an extra layer of reliability and peace of mind for your business communications.

Your employees continue making and receiving calls in the native Teams interface that they are comfortable using but leverage Zultys' powerful phone system in the back end.



ZIP Phones and Softphone Integration

For some businesses, not all employees require a designated PC, but they still need access to a phone. Zultys makes it easy to mix and match devices. Some users can utilize the Microsoft Teams softphone interface for calls, while others can have desk phones at their station. You can place a phone in a conference room and dial to and from this room without worrying about connecting this extension to a specific employee or a user account. Save money by only purchasing Microsoft Teams licensing for people who need the desktop interface.

Teams users and stand-alone phones without a Teams account can be part of a hunt group; they can also be reached via phone call by customers. For your office receptionist, Zultys has side-car consoles available that you can add to their phone. You can program the consoles to monitor extensions of employees and call groups.



Call Groups, Call Handling Rules, Music on Hold, & Multi-Level Auto Attendant

Zultys advanced routing capabilities such as dial plan configuration, in addition to a simple DID, will allow you to route incoming calls to the right person in your organization. Each user can set their own call handling rules to ensure that they never miss an important call. Zultys also offers robust music on hold options so that you can play different commercials and messages to clients depending on the department they called.

While a simple single-level auto attendant may suffice for a small business, larger companies with various customer-facing departments flourish when callers can use a well-configured multi-level auto attendant. You can add IVR to simplify the process for your clients. An administrator can set this up on the back end.

Requirements:

- Zultys MX software Release 17 or later
- Valid license for Microsoft Office 365 that includes Microsoft Teams users
- Microsoft Teams Phone license
- Zultys' Teams Standard, Teams Premium, or Teams Contact Center user bundle per each user

ZULTYS.COM
785 Lucerne Drive
Sunnyvale, CA 94085
Tel: +1-888-985-8971

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