ZULTYS

Your Zultys Unified Communications Product Overview



Cloud

Virtual & On-Premise

True Hybrid



Zultys is an omnichannel business communications platform that blends enterprise-grade telephony, collaboration tools, and contact center capabilities into one unified solution and supports AI-enabled capabilities like closed caption, transcription, and sentiment analysis. It's designed to help organizations improve CX by providing customers with faster, more personalized, and engaging interactions across every channel — voice, video, chat, SMS, and more.

Businesses of all sizes rely on Zultys for everything from everyday calling and messaging to complex workflows like customer service routing, team collaboration, and analytics for a streamlined user experience that makes communication intuitive and efficient. Its flexibility allows deployment in the cloud, on-premise, or a hybrid configuration, and it seamlessly integrates with popular business tools through APIs and support for advanced integrations, including AI.

ZULTYS

UNIFIED COMMUNICATIONS

Zultys: The True AI-Powered All-in-One Business Phone System

ZAC Desktop Client

Empower employees with Zultys Advanced Communicator (ZAC) for Windows and Mac — combining voice, video, chat, and presence in one interface.

Mobile ZAC App

Stay connected anywhere with Mobile ZAC for iPhone and Android, enabling full UC functionality on the go.

Presence, Instant Messaging, & SMS

Communicate effortlessly through Zultys Unified Communications, offering real-time presence, internal chat, and secure business texting.

Call Groups & Reporting

Manage Operator, ACD, Hunt, and other call groups with Zultys Integrated Contact Center tools and customizable reporting dashboards.

AI Productivity Tools

Real-time closed captions and sentiment analysis, and live transcription and post-call transcripts.

Flexible Deployment Options

Experience the exact same product, interface, and user experience across deployments, regardless of system type or customer size.

Centralized Management

Easily administer every user and location through the Zultys Admin interface — a single, intuitive portal for complete system control.

Multi-Level Redundancy

Built-in N+1 hardware redundancy and cross-site failover deliver unmatched reliability and business continuity.

Zultys AI Auto Attendant & IVR

Route inbound calls intelligently with Zultys AI Auto Attendant and IVR, using voice recognition and speech-enabled technology to understand requests and route callers.

Integrated Fax Support

Simplify faxing with Zultys Fax over IP — send and receive faxes directly from your desktop, without a fax machine.

Other Capabilities: Bridging Traditional Legacy Phone System Features and Modern Innovation

- Active directory/LDAP support/Automated user provisioning via Entra ID and SCIM
- Unified messaging with Outlook integration
- Busy lamp field/key system emulation
- Record calls with a single button click
- Historical archiving of call recordings, instant messages, voicemail, faxes, and call logs (CDR)
- Find me/Follow me/Simultaneous ring
- Out-of-the-box integrations with Zultys Flex & Flex Plus, as well as custom integrations available
- Access and manage voicemails through ZAC or email, with automatic transcription and shared voicemail escalation
- Inbound and outbound SMS/MMS for call group agent

ZULTYS

COMMUNICATION SOLUTIONS

Flexible Solution That Fits Your Needs

On-Premise, Hybrid, Cloud, and HaaS Deployments

Zultys systems can be deployed as a premise-based, virtualized, hosted, HaaS, or hybrid solution. Only with Zultys does the system software work the same across any deployment type. We deliver the exact same product, interface, and user experience across deployments, regardless of system type or size. This integrated architecture allows users to seamlessly handle all types of customer communications in one easy-to-use platform.

Premise System Deployment

Customer maintains and controls their MX system

Hybrid System Deployment

Combines both cloud and premise systems within one companywide solution

Cloud System Deployment

Fully hosted UCaaS solution, maintained by Zultys

HaaS System Deployment

A premise-based deployment that can also be deployed as a true hybrid Unified Communications offering

Zultys MX Series of IP Phone Systems

All-in-One Communication Solutions

Each easy-to-install and maintain Zultys IP phone system is a complete “all-in-one” feature-rich appliance ready to serve the needs of any business. Zultys IP phone systems can be deployed stand-alone or networked together to support thousands of users.



MX-SE II

The MX-SE II supports up to 30 trunks and 50 users

MX-E

The MX-E is available in three different models:
- Base model supports up to 300 users and trunks
- MX-E+ model supports up to 1,000 users and trunks
- MX-E++ model supports up to 2,000 users and trunks

MX Virtual

Zultys MX Virtual is a fully integrated Unified Communications solution and IP phone system. It can be installed in VMware Ready virtual appliance. MX Virtual allows businesses of all sizes to take advantage of virtualization benefits, including enhanced server utilization, simplified deployment, and reduced costs. The features of MX Virtual are identical to the premise-based MX phone systems.

ZULTYS

COMMUNICATION SOLUTIONS

Zultys Cloud Services

With Zultys Cloud Services, you can gain a higher level of quality and control over your communications network. Our cloud-based platform greatly simplifies administration and management and strengthens conformance with security and compliance standards.

Enterprise Capabilities

Enterprise-grade communication tools

Easily Scalable

Add phones and services as your business expands, up to 40,000+ users

Cost Saving

No large upfront investment required

Reliable

Multiple redundant data centers supervised and maintained 24/7/365

Business Continuity

The system continues operating even if your office is out of power or your internet connection is down

Hardware as a Service

A Full-Featured, True Hybrid Unified Communications Solution

Hardware as a Service (HaaS) is a premise-based deployment that can also be deployed as a true hybrid Unified Communications offering. It emulates the traditional UCaaS delivery model by including business telephone services and predictable per-user, per-month pricing, giving businesses a flexible alternative to large capital expenditures.

Designed for flexibility, HaaS supports a variety of deployment options — from fully on-premise setups to hybrid configurations combining on-site and cloud-based systems. These options ensure business continuity through built-in redundancy and automatic failover capabilities, allowing HaaS to serve as a backup to a hosted deployment — or vice versa — so businesses remain connected and operational during outages or natural disasters.



ZULTYS

You're Protected

- Single, secure virtual instance with dedicated login and passwords per customer
- Separation of all data from other customers
- HIPAA Compliant*
- Kari's Law Compliant
- Ray Baum's Act Compliant
- Physically secured data centers
- Encrypted telephone calls
- Optional MPLS through customer's carrier

World-Class Support

- 100% US-based support that understands your business
- Training tailored to your needs
- White glove treatment
- Robust scalability
- Support 5 to 40,000+ users
- Add and delete users from a portal to support your business seasonally
- Feature set that continues to grow with current technology demands

Most Reliable

- Pure hybrid capability utilizes the same software no matter how its deployed
- Business continuity: premise-based deployment as a primary service with failover to the Zultys Cloud
- Single, secure virtual instance per customer
- SLA 99.999% goal for Zultys Cloud Services deployments with geo-redundant data centers
- Blended bandwidth for better uptime than most competitors that only use one underlying carrier
- Mobile ZAC for cell phones for all users to protect against local last mile outages at the customer's site

Business Critical Integrations

- Contact sales@zultys.com to ask about your specific CRM/ERP/EMS
- Zultys allows integration with most software. Below are a few popular out-of-the-box integrations:

  - ConnectWise
  - E-LEADS
  - EZLynx
  - Freshdesk
  - Google Workspace
  - Housecall Pro
  - HubSpot
  - Microsoft Dynamics 365
  - NetSuite
  - PipelineDeals
  - Sage
  - Tigerpaw Software
  - VIN Solutions
  - Zendesk
  - Zoho

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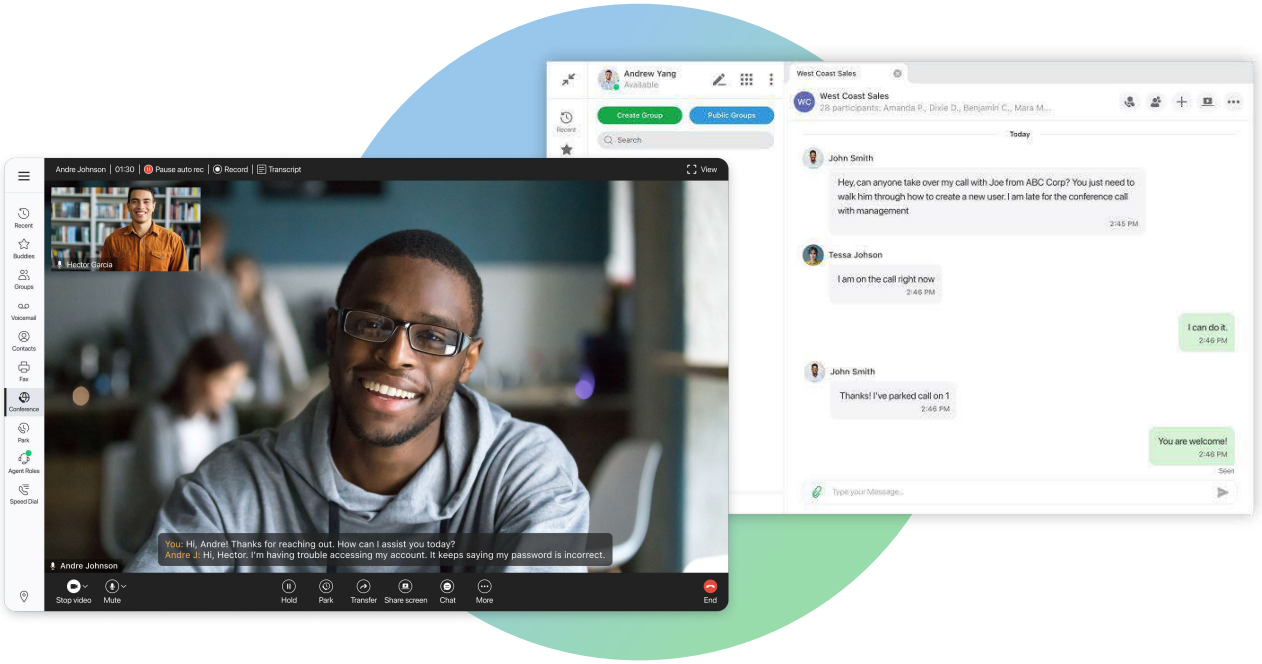
ZULTYS ADVANCED COMMUNICATOR

ZAC and Web ZAC

Application-Based and Web-Based UC Clients

Zultys' desktop clients are designed to simplify communication and collaboration between coworkers.

Our UC client makes it easier for people to communicate in their day-to-day working environment. Unified communication is the keystone of every great company. Launch voice calls, video calls, faxes, IMs, SMS & MMS, conference sessions, and screen shares from a single intuitive interface.



Capability Highlights:

View ZAC Demo

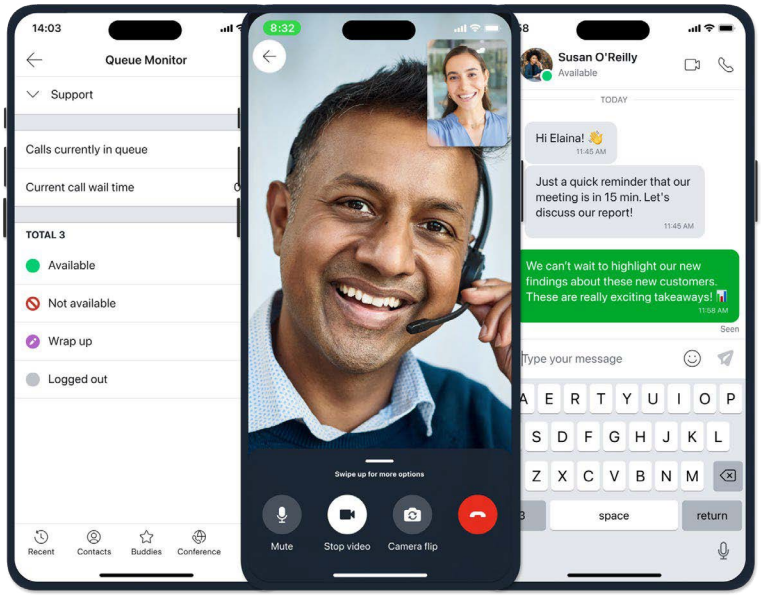
- Record calls from any telephone or softphone.
- "Start now" conference button enables on-demand conferences for internal and external participants, or schedule one-time, recurring, or ongoing conferences with up to 100 participants. Ongoing conferences can be started at any time.
- Invite internal and external conference attendees to join over email or by sharing a link via a text message. Internal participants can also access conferences via a "Join Now" button and typing the conference ID.
- View photos, presence indicator, and notes of all users.
- Get a pop-up alert based on a coworker's presence to immediately know when they are available (ZAC application only).
- MS Exchange / Outlook integration (ZAC application only).
- Send and receive e-faxes in ZAC and view faxes in Web ZAC and Mobile ZAC.
- Screen pops display incoming caller information.
- ScreenDial™ lets you call from any webpage, document, or electronic record.
- Create call handling rules to manage call routing and simultaneous ringing.
- Robust IM chats allow users to search for messages, forward or reply to the full message or a specific highlighted section of a message.
- Send and receive SMS and MMS messages from ZAC.
- During a conference, users in softphone mode can select and change their audio devices directly from the call panel.
- Group chat feature allows multiple employees to quickly and easily share IMs as a group, share files, and conveniently initiate audio and video conference calls with all group members.
- Multi-party video is available for conference calls and group chat calls with pre-conference audio and video preview screen and screen and application screen share selection.
- Collaborate with coworkers by sharing files and your screen either with individual users or within groups via secure IM sessions.
- Invite contacts outside the organization to join chat sessions as temporary members with all the collaboration tools they need: screen share, file transfer, video, and audio calling.
- Take notes during and after a business call with customized Call Attached Data (CAD) questioners. CAD notes are included with a call when it's transferred to other users on the system and available within a call log.
- Handle calls through an easy-to-use interface and utilize intuitive drag-and-drop options to transfer calls.
- Full support for Plantronics (for Web ZAC, this depends on the device's audio capabilities).
- Single Sign-On (SSO) integration and support for MFA
- AI capabilities include live closed captions, live transcription, real-time sentiment analysis, and post-call transcripts.
- Enhanced call log includes searchable transcripts, call recordings, sentiment insights, and access to CAD.

ZULTYS

WORK ANYWHERE, FROM ANY DEVICE, WITH ANYBODY

Mobile ZAC for iPhone and Android

Mobile ZAC brings the award-winning Zultys system to iOS and Androi devices with support for AI-powered capabilities. It allows remote and mobile employees to take care of their corporate communications while utilizing the same tools as their office-bound counterparts.



Free Wi-Fi & 5G Calls
Use the built-in softphone to save costs on calls from anywhere in the world

Call Recording
Record what you want, when you want, where you want

Team Chat & Conference Calls
A single place for team collaboration

Call Groups
Optimize your call group workflow by getting operator, ACD, and other agent calls in the office and on the go

SMS, MMS, & WebChat
Communicate with clients and coworkers via text messages

More Capability Highlights:

View Mobile ZAC Demo

- Browse voicemail messages and recordings from your inbox.
- Advanced call controls: hold, park attended and unattended transfer.
- Mobile presence and secure IM.
- Mobile privacy (present office caller ID).
- Integrated softphone.
- Supports AI capabilities (when configured), including real-time closed captions and sentiment analysis, live transcripts, and post-call transcripts.
- Video calling: easily host or join a conference, whether it is for a group or one-on-one.
- Start ad-hoc conferences within the app.
- Corporate directory access.
- View desktop screens shared during one-on-one calls and conference calls.
- Secure user-to-user file transfer.
- Take notes during and after a business call with customized Call Attached Data (CAD) questioners. CAD notes are included wiht a call when it's transferred to other users on the system.
- View complete phone call records, call history, CAD, call recordings, transcripts, and voicemails in the call log.
- Contact center agents can view the agent roles screen to see the availability of teammates and monitor calls in queue from the application.
- Access system speed dials.

ZULTYS

Application Integrations for a Unified Customer Experience

Streamline your operations and elevate your customer experience with Zultys' powerful integration solutions. By seamlessly connecting your Unified Communications platform with leading CRM systems and business applications, you can unlock a wealth of data-driven insights, automate tedious tasks, and empower your team to deliver exceptional service.

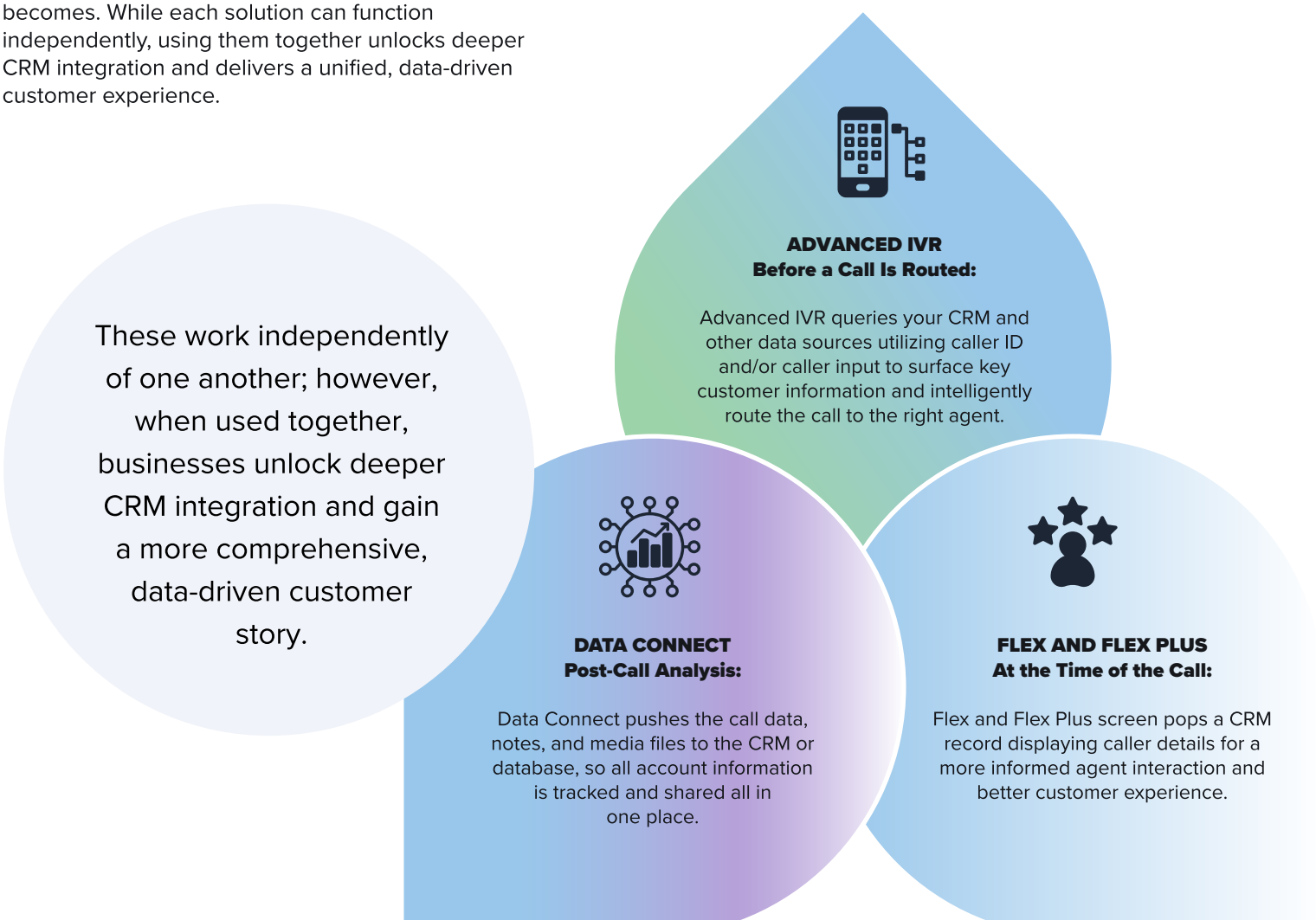
With Advanced IVR, Flex and Flex Plus, and Data Connect, you'll have the tools to drive productivity, foster stronger customer relationships, and gain a competitive edge in today's fast-paced business landscape. Together, these three components offer end-to-end visibility of every customer interaction, seamlessly embedded within your team's most critical tools and workflows.

The more integrations you enable, the more connected and complete your customer journey becomes. While each solution can function independently, using them together unlocks deeper CRM integration and delivers a unified, data-driven customer experience.

ADVANCED IVR

Businesses with complex workflows, large call volumes, or specialized routing needs can use Advanced IVR with custom variables to deliver a better experience for both customers and agents. Built-in variables can be customized by caller ID, DID, time, or date.

Advanced IVR queries your CRM and other data sources — utilizing caller ID and/or caller input — to surface key customer information before the call connects and enable more sophisticated, personalized interactions.



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ZULTYS FLEX

Zultys Flex is an easy-to-use tool that displays a screen pop with a caller's information when a call is received. Flex automatically searches for the caller's name and number on a configured CRM, social network, search engine, or online database, eliminating the need to switch between screens and perform manual data entry during the call.

Flex supports integration with over 20 CRMs, including ConnectWise, HubSpot, Microsoft Dynamics, NetSuite, Pipeline, SugarCRM, and Zoho. Additionally, Flex supports integration with both web-based and desktop applications, providing a versatile solution for your business needs. Zultys Flex is built into ZAC and is included for all Premium, Contact Center, Essential, and Enterprise users at no extra cost.

Empower your team with quick access to accurate and up-to-date customer data, enabling them to focus on what matters most — building relationships and closing deals.

ZULTYS FLEX PLUS

Zultys Flex Plus is an add-on to basic Flex that enables screen pops with more CRMs. Over 100 CRM systems are available out of the box. If it's not on our list, work with us and we will work with you to add it!

The Flex Plus configuration tool allows the customer's administrator to securely enter CRM credentials system-wide. With Zultys Flex Plus, admins have additional configuration options to customize screen pop layouts, based on the CRM.

We've designed Flex Plus to grow with your business as your business has more integration needs, allowing you to easily adapt and integrate new CRM systems.

ZULTYS DATA CONNECT

Zultys Data Connect automatically logs CDR data from your Zultys MX system into your CRM at the end of each session, providing agents with all customer interaction data in one location.

This data can include any CDR parameter the MX can output, such as call duration, caller ID, call direction, call result, originally dialed number, SMS data, WebChat interactions, call attached data (CAD), and media files (voicemails, faxes, and call recordings). Media files can be transferred to a third-party service for post-call transcription.

Coupled with MX Archive, Data Connect allows you to efficiently monitor team performance directly within your CRM, reducing the need to look at multiple data sources for in-depth analysis. Integration is rarely a blocker with Data Connect. If it can receive data, we can likely push to it. We've done countless integrations — but more importantly, we're not limited by what we've already done.

ZULTYS

INTEGRATED SOLUTIONS

More Powerful CRM and Application Integrations

Zultys Outlook Communicator
Provides integration between the Zultys IP phone system and Microsoft Outlook.
- Click-to-call and full call control from within Outlook.
- Presence synchronized with Outlook Calendar.
- Screen pops for Outlook contacts.
- Log into operator and call group roles and select the role to make an outbound call from.

Zultys for Outlook Extension
Easily schedule and edit ZAC conferences directly within your Outlook calendar.
- Quickly add a ZAC conference to any new or existing calendar event.

Zultys Salesforce.com Communicator
Integrates the Zultys IP phone system and the Salesforce.com CRM application suite for full call control from within Salesforce.
- Screen pops, call notes, hold, transfer, and click-to-call from inside the contact record on Salesforce.com.
- Log into operator and call group roles and select the role to make an outbound call from.

Microsoft Exchange Communicator
Allows Zultys users to have their voicemails and faxes automatically delivered and synchronized to their email client on Windows PCs.
- When a user reads or deletes the email message on their PC, the voicemail/fax message state on the MX system will reflect the change.

ZAC for Teams
Embed Zultys' advanced communication tools directly into the Microsoft Teams interface.
- Manage calls, SMS, MMS, call groups, and voicemail escalation within the familiar Teams environment.
- Zultys IP phones are fully supported in Teams, and users can manage phone calls on physical devices via Teams.

Direct Routing for Teams Integration
Adds features such as complex routing plans, auto-attendant, call handling rules, and more to your Microsoft Teams experience. Our telephony solution also brings an additional redundancy level to your business communications with our built-in security features for your peace of mind.
- Make and receive customer calls within the native Teams interface.
- Make and receive calls from a desktop phone for users without a Teams account.

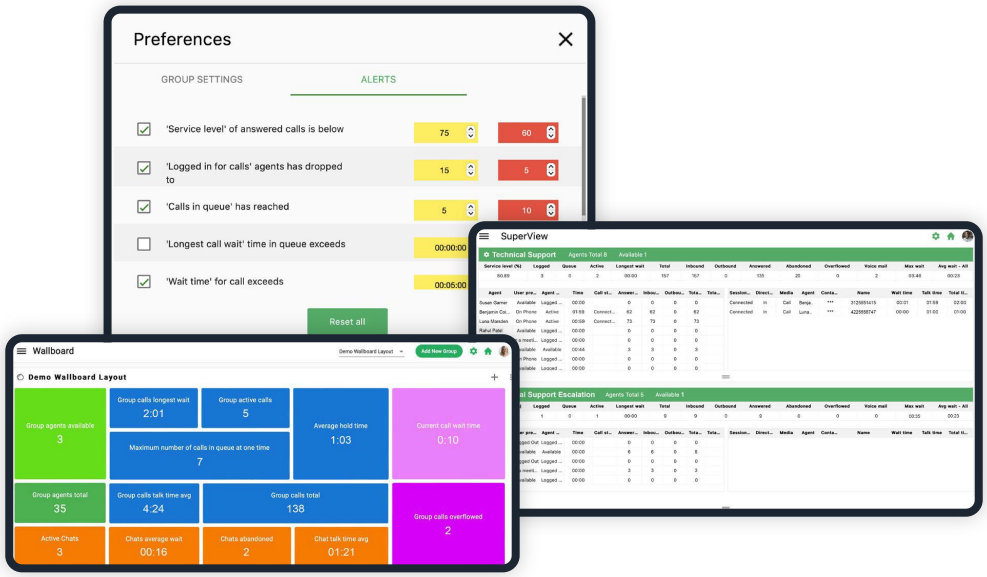
ZULTYS

INTEGRATED CONTACT CENTER

AI Productivity Tools and Insights for Contact Centers

Improve the customer service of your call center with the Zultys Integrated Contact Center (ICC) solution. Zultys intelligently processes incoming calls to agents based on customizable rules and real-time conditions, ensuring the shortest waiting time for callers. Agents can be located anywhere in the world, allowing for true flexibility and around-the-clock coverage.

The Zultys platform includes support for AI capabilities such as live closed captions, live transcription, and real-time sentiment analysis — helping Agents follow conversations as they happen — and post-call transcripts after the call with supervisors gaining all this visibility as well as receiving real-time sentiment alerts when necessary.



Capability Highlights:

- Call recording: full-time and on-demand.
- Call Attached Data (CAD) for customizable agent scripts, wrap up/exit codes, and more.
- Multiple reporting options: CDR Reporting, MXreport™ CDR, and MXreport™ Contact Center Edition.
- Multimedia queue: calls, SMS and MMS messages, webchats, and callback requests are queued in the order they are received.
- Customizable music-on-hold, position in the queue, and expected wait time announcements.
- Last agent routing option will send repeat callers and text messages to the same agent that handled their previous call.
- Supervisors can monitor all activity in SuperView™ — real-time call monitoring and statistics for multiple ICC groups in a single window and review call group activity in the Contact Center Call Log.
- Agents and supervisors can work remotely or on-the-go and maintain the same capabilities as office-bound employees.
- Supervisor can silent monitor, barge-in, and whisper-thru to agents and receive real-time pop-up alerts in the SuperView application when conversations go negative.
- Agents can manage calls and texts on their mobile devices with Mobile ZAC for iPhone and Androd.
- Shared ICC group voicemail box with multiple outgoing greeting options, email notifications, and escalation facilities.
- Supervisors can filter by duration, agent, as well as sentiment and other call data directly within ZAC via the contact center log.

ZULTYS IP PHONES



ZIP 49GA

The ZIP 49GA is a productivity-enhancing Android OS-enabled smart media phone with an optional HD camera and Bluetooth handset

- 7” 1024x600 pixel touch screen
- Integrated Bluetooth & Wi-Fi support
- 27 LCD-labeled programmable soft keys
- Corporate directory access
- Video door phone integration
- Web browser
- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- Busy Lamp Field (BLF)
- USB & Bluetooth headset support
- Electronic Hook Switch (EHS) support
- 802.3af Power over Ethernet
- HD video camera (optional)
- Bluetooth handset (optional)
- AC adapter (optional)

View ZIP 49GA Demo



ZIP 47GE

The ZIP 47GE is targeted at the busy executive looking for a high-end phone packed with features

- 480x272 pixel color display
- 27 LCD-labeled programmable soft keys
- Corporate directory access
- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- XML browser
- Built-in Bluetooth and Wi-Fi support
- AC adapter (optional)

View ZIP 47GE Demo



ZIP 45W

The ZIP 45W isa flexible, mid-level business IP phone

- 2.8" 320x240 pixel color display
- 40 programmable LCD labeled keys
- Corporate directory access
- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- XML Browser
- Built-in Bluetooth and Wi-Fi support
- AC adapter (optional)

View ZIP 45W Demo

ZULTYS IP PHONES



Z 23W

The Z 23W is an easy-to-use, cost-effective business IP phone with customizable buttons and a color display

- 320x240 pixel color display
- 21 programmable LCD labeled keys
- Integrated Bluetooth & Wi-Fi support
- Handsfree speakerphone
- Dual Gigabit Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- AC adapter (optional)

View Z 23W Demo



Z 22G

The Z 22G is an easy-to-use, cost-effective business IP phone with a color display

- 320x240 pixel color display
- Handsfree speakerphone
- Dual Gigabit Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- AC adapter (optional)

View Z 22G Demo



Z 21i

The Z 21i provides exceptional value in a cost-effective IP phone

- 2.5” 128×48 pixel backlight display
- Handsfree speakerphone
- Dual 10/100 Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- AC adapter (optional)

View Z 21i Demo

ZULTYS

FLEXIBLE SOLUTIONS

Web & Audio Conferencing

With Zultys conferencing, you have all the tools to conduct amazing collaboration sessions, audio and video conferences, remote learning seminars, and more!

- Up to 100 people can join a collaborative video conference via ZAC, Web ZAC, or Mobile ZAC
- Send files and screenshare with other participants via ZAC
- People outside the organization can join the conference and access all the collaborative features without downloading any software
- Max of 30 participants on MX-SE II, up to 100 on MX-E, and up to 256 with MXvirtual, MX-E+, and MX-E++

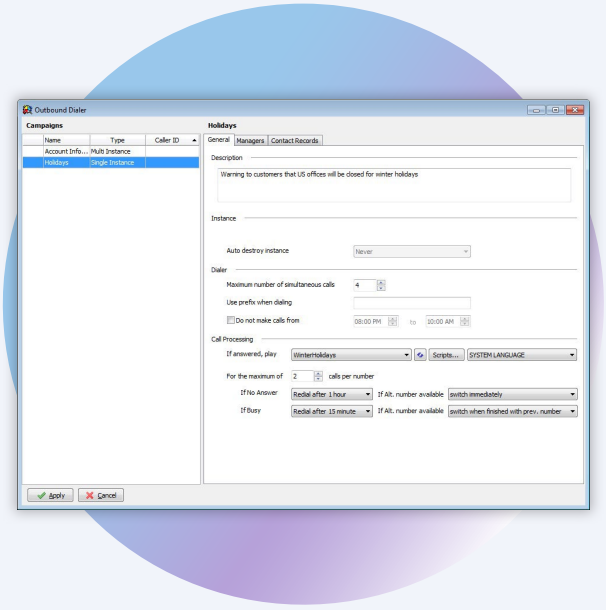


MX Outbound

Advanced Outbound Dialer Solution

MX Outbound is a flexible and easy-to-manage outbound dialer that can reach your organization's customer base and save your employees precious time. Automatically call hundreds of customers with a simple recorded message or a detailed customer survey with a series of questions that change based on their previous responses.

- Accessed via a web browser with no software download required. Compatible with any device that supports web browsers.
- Use pre-recorded prompts or text-to-speech conversion.
- Include option to transfer to an operator or contact center agent.
- Schedule calls at a specific time of day for a particular contact or make calls on-the-fly.
- Monitor campaigns in real-time.
- One MX system can simultaneously run multiple outbound call campaigns, each with a completely different call flow and message.
- Import contact information manually or from a CRM application. Export campaign results back into a CRM application.



ZULTYS

USER OPTIONS

FEATURES	CLASSIC BUNDLE			ENHANCED BUNDLE		
	STANDARD USER	PREMIUM USER	CONTACT CENTER USER	ESSENTIAL USER	ENTERPRISE USER	INTERACTIVE CONTACT CENTER USER
Phone System						
Operator Group	•	•	•	•	•	•
Hunt or ACD Group	•	•	•	•	•	•
Customizable Call Distribution	•	•	•	•	•	•
Paging Group	•	•	•	•	•	•
Auto Attendant (Dial-based)	•	•	•	•	•	•
Internal 911 Call Notifications	•	•	•	•	•	•
Voicemail	•	•	•	•	•	•
Voicemail Escalations	•	•	•	•	•	•
Voicemail to Email	•	•	•	•	•	•
Voicemail Transcription Integration*	•	•	•	•	•	•
Call Forwarding	•	•	•	•	•	•
Call Queue	•	•	•	•	•	•
Music on Hold	•	•	•	•	•	•
Queue Announcements – 64 sources	•	•	•	•	•	•
Conferencing – 3 Party	•	•	•	•	•	•
LDAP	•	•	•	•	•	•
Basic Reporting - Scheduled	•	•	•	•	•	•
Call Recording (Automatic)	$	$	•	•	•	•
Call Recording (On Demand)	$	$	•	•	•	•
MX Report Call Detail Records	$	$	•	$	$	•
MX Report – Contact Center Edition	$	$	•	$	$	•
SMS and MMS Messaging	$	$	$	• **	• **	• **
Outbound Dialer	$	$	$	$	$	$
Interactive Voice Response	$	$	$	$	$	$
Archiving with Zultys Data Connect	$	$	$	$	$	$
Unified Communications						
Mobile ZAC for iPhone/Android	•	•	•	•	•	•
Personal Call Handling Rules	•	•	•	•	•	•
Presence with Custom Note Field	•	•	•	•	•	•
ZAC Conferencing	$	•	•	$	•	•
ZAC (Zultys Advanced Communicator)		•	•		•	•
Instant Messaging		•	•		•	•
Invite Outside Contacts to IM		•	•		•	•
Binding – Work from anywhere		•	•		•	•
Native Softphone		•	•		•	•
Call Attached Data		•	•		•	•
FAX		•	•		•	•
Screensharing		•	•		•	•
Invite External Contacts to Group Chats		•	•		•	•
File Sharing		•	•		•	•
Webchat		•	•		•	•
Video		•	•		•	•
Contact Center Agent Functionality			•			•
Contact Center Supervisor Functionality			•			•
Customizable Wallboard			•			•
Supervisor Call Log Access			•			•
AI Capabilities						
AI Meeting Transcription***					•	•
AI Live Closed Captions***					•	•
AI Sentiment Analysis***						•
Zultys AI Auto Attendant (Speech-enabled)***				•	•	•
Zultys AI Receptionist	$	$	$	$	$	$
Integrations						
Outlook Integration & Outlook Scheduling		•	•		•	•
ZAC for Teams		•	•		•	•
Zultys Flex		•	•		•	•
Zultys Flex Plus		$	$		$	$
Salesforce Integration		$	$		$	$

*Transcription service providers offer pricing tiers based on usage.
** Charges may apply, based on deployment model and SMPP support.
*** Charges may apply, based on deployment model and use of Zultys AI Services.

ZULTYS

Zultys delivers an easy-to-use, secure, and reliable platform that is designed to streamline all forms of communication and increase productivity.



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

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*Zultys adheres to HIPAA compliance within our data centers. End users and Zultys Partners who implement HIPAA-compliant MX systems are responsible for all HIPAA safeguards at the local site. See our HIPAA flyer for more details.