



## Zultys Flex Communicator Integrates Customer Relationship Management (CRM) and Business Applications With the Zultys Business Phone System to Improve Efficiency and Service

Do you use a CRM in your business? Consider Zultys' IP Phone Systems and its application Flex Communicator. Flex is an easy to use tool for integrating your phone system with your CRM. Pop screens on incoming calls, easily make a call from your CRM's records. No need to flip flop between screens on the desktop. Enhance the productivity of your contact center, and provide a higher level of service to your customers. Become more efficient and more effective with Flex Communicator.

Zultys Flex Communicator is not limited to Contact Centers, and can be used with any tool or website that users need to increase efficiency. Incoming caller's name can be automatically searched on a social network; their phone number could be looked up through the online database; Zultys Flex Communicator will launch a search through any internet search engine. Zultys offers true flexibility in meeting the users' needs whatever they may be.

## Features:

- Generate Screen Pops for Caller Information on receipt of an incoming call
- Integrates with both web-based CRM applications and programs installed on the User's computer
- Search for Caller ID information: Caller Number, Caller Name or both
- Launch popups either when the call first comes in or when it's answered
- True flexibility in usage – perform a query via a search engine, social network, or any other website

## Requirements:

- The user's computer is running Microsoft Windows 10, Windows 8, or Windows 7
- Each user must have a Zultys ZAC/MXIE client software license
- The MX system is running Release 9.0.4 or greater
- The MX system must have



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