

Zultys Cloud Services at a Glance

Zultys delivers an easy-to-use, secure, and reliable platform designed to streamline all forms of communications and increase productivity for any size business. With Zultys, users can control all forms of communications in a single user interface. This architecture allows users to seamlessly handle all types of customer communications in one easy-to-use platform.

Zultys Advantages



Zultys Cloud Support Button

Every phone has a button that enables users to call Zultys support with a less than 16-second average hold time.



Flexibility of Deployment

Zultys Advanced Communicator is both client-and browser-based, utilizing Web RTC technology, to allow your customers to have a choice.



▶ One-Touch Record

Press a record button on a physical phone inside ZAC (Zultys Advanced Communicator) or with MXmobile on your iPhone or Android device. The recording starts from the beginning of a call with the simple press or click of a record button during an active call.



▶ Call Attach Data

Take notes during and after a business call with customized Call Attached Data (CAD) fields. CAD fields are included with a call when transferred to other users on the system. Acknowledging why someone is calling helps improve the customer experience. Run reports on any CAD field using MX reports.



▶ Screen Share and Video

Easily share your screen or start video with the click of a button. Collaborate with other individuals and groups within your organization, or invite outside parties. Allow your team to collaborate seamlessly without a subscription or the need to download a separate piece of software.

MOST RELIABLE

- Single secure virtual instance per customer
- 99.999% SLA reliability
- Geo-redundant data centers
- Blended bandwidth for better uptime than most competitors that only use one underlying carrier
- Mobility application for cell phones for all users to protect against local last-mile outages at the customer's site

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
- Implementation specialist assigned to each account
- Zultys Support Desk button on every phone
- Webinar training and video training

ROBUST SCALABILITY

- Support 5 to 10,000+ users
- Add and delete users from portals to support your business seasonally
- Feature set that continues to grow with current technology demands

BUSINESS CRITICAL INTEGRATIONS

- Contact sales@zultys.com to ask about your specific CRM, ERP, or EMS
- Zultys allows integration with most software
- Popular integrations include:

- | | |
|----------------------|------------|
| - Outlook | - NetSuite |
| - Microsoft Dynamics | - Sugar |
| - Teams | - Sage |
| - Salesforce | - Zoho |

Work Anywhere Work Everywhere

FEATURES	STANDARD USER	PREMIUM USER	CONTACT CENTER USER
Hunt Group	•	•	•
ACD Group	•	•	•
Customizable Call Distribution	•	•	•
Paging Group	•	•	•
Auto Attendant	•	•	•
Internal 911 Call Notifications	•	•	•
Voice Mail	•	•	•
Voice Mail Escalations	•	•	•
Voice Mail to Email	•	•	•
▶ Voice Mail Transcription	•	•	•
▶ Call Forwarding	•	•	•
▶ Personal Call Handling Rules	•	•	•
Call Queue	•	•	•
Music on Hold	•	•	•
Queue Announcements – 64 sources	•	•	•
▶ Zultys MX Mobile for iPhone/Android	•	•	•
Basic Reporting - Scheduled	•	•	•
▶ Conferencing – 3 Party	•	•	•
Instant Messaging	•	•	•
Invite Outside Contacts to IM	•	•	•
Presence with Custom Note Field	•	•	•
MXconference	\$	•	•
▶ Call Recording	\$	\$	•
▶ MXreport Call Detail Records	\$	\$	•
▶ MXreport – Contact Center Edition	\$	\$	•
▶ SMS Messaging	\$	\$	\$
Outbound Dialer	•	\$	\$
▶ Zultys Advanced Communicator	•	•	•
▶ Binding – Work from Anywhere	•	•	•
▶ Native Softphone	•	•	•
▶ Call Attached Data	•	•	•
FAX	•	•	•
▶ Screenshotting	•	•	•
▶ Invite External Contacts to Group Chats	•	•	•
▶ File Sharing	•	•	•
▶ Webchat	•	•	•
Outlook Integration	•	•	•
▶ Video	•	•	•
▶ Contact Center Agent Functionality	•	•	•
▶ Contact Center Supervisor Functionality	•	•	•
Customizable Wallboard	•	•	•

ZULTYS.COM

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

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