

Zultys Solutions 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 can be deployed as a premised-based, virtualized, hosted solution or a pure hybrid deployment.

Zultys Advantages



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.



Flexibility of Deployment

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



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	•	•	•

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