**ZULTYS**

# The Power of Cloud Business Communications in One Seamless Solution

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## Is It Time to Move Your Business Communications to the Cloud?

One of the newest and fastest-growing telecommunications trends is called "hosted" or "hosted VoIP." From a technology standpoint, it is about moving your business communications to the cloud. However, it is also a change in how you pay for your office phone system and Unified Communications solution. As opposed to making a capital investment for the ownership, the hosted approach allows you to pay for this service every month. So it's both a new technology and a new approach to expense management.

**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

## Stay Connected to Your Business From Wherever You Are

In the hosted world, your communications system resides in "the cloud," on a server in a remote data center, and you access it with an internet connection. Servers installed in our state-of-the-art data centers are fully redundant with failover protection and are supervised around the clock.

With Zultys Cloud Services, you can be up and running very quickly. Ongoing administration is simple with the MX Admin interface that enables user management, monitoring, and making changes to your service at any time.

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**Zultys provides and manages the backbone network**

**Communications travel through the internet**

**You can work anywhere and everywhere with the device of your choice**

## Not All Hosted Solutions Are Created Equal

When selecting a business phone system, one size doesn't fit all. It's about designing the right fit so you can focus on running your business instead of worrying about your phone system.

The right fit is the one that gives you the tools to increase productivity and efficiency and help you grow your business profitably while improving client support. Many cloud phone systems out there were designed for the small-office and home-office market and lack true business functionality.

Zultys hosted solutions are built upon over a decade of delivering powerful enterprise-class communications capabilities to small, medium, and large organizations throughout the world.

Whether you have 10 employees or 40,000, have a single location or 100 branch offices, we have the system and the experience to help you communicate better.

**Desktop Unified Communications**

UC client for Windows & Mac

**Mobile App**

UC client for iPhone & Android

**Presence & Instant Messaging**

Easy way to get a hold of colleagues

**Call Groups & Reporting**

Operator, ACD, Hunt, and other call groups with customized reporting

**Visual Voicemail**

Conveniently browse voicemail messages and recordings

## More Feature Highlights:

- Conferencing
- Softphone
- Video calling
- Record calls with a single button click
- Enhanced call handling rules
- Automated attendant
- Interactive voice response
- Automated outbound calling

- Integration with Outlook and Microsoft Exchange
- Salesforce and other CRM integrations
- Integrated fax server
- Active directory / LDAP support
- User-friendly admin interface
- And much more!

# ZULTYS CLOUD SERVICES

| FEATURES | STANDARD USER | PREMIUM USER | CONTACT CENTER USER |
|---|---|---|---|
| Operator Group | • | • | • |
| Hunt or ACD Group | • | • | • |
| Customizable Call Distribution | • | • | • |
| Paging Group | • | • | • |
| Auto Attendant | • | • | • |
| Internal 911 Call Notifications | • | • | • |
| Voicemail | • | • | • |
| Voicemail Escalations | • | • | • |
| Voicemail to Email | • | • | • |
| Voicemail Transcription | • | • | • |
| Call Forwarding | • | • | • |
| Personal Call Handling Rules | • | • | • |
| Call Queue | • | • | • |
| Music on Hold | • | • | • |
| Queue Announcements – 64 sources | • | • | • |
| Mobile ZAC for iPhone/Android | • | • | • |
| Basic–Reporting – Scheduled | • | • | • |
| Conferencing – 3 Party | • | • | • |
| Presence with Custom Note Field | • | • | • |
| ZAC Conference | $ | • | • |
| Call Recording | $ | $ | • |
| MXreport Call Detail Records | $ | $ | • |
| MXreport – Contact Center Edition | $ | $ | • |
| LDAP | $ | $ | $ |
| SMS and MMS Messaging | | $ | $ |
| Salesforce Integration | | $ | $ |
| Outbound Dialer | | $ | $ |
| Zultys Advanced Communicator (ZAC) | | • | • |
| 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 | | • | • |
| Outlook Integration | | • | • |
| Video | | • | • |
| Contact Center Agent Functionality | | | • |
| Contact Center Supervisor Functionality | | | • |
| Customizable Wallboard | | | • |