Mobile ZAC: Our New iPhone & Android App

Unifying the Zultys Experience for Mobile Users

The new Mobile ZAC app is now available for iOS and Android devices. Mobile ZAC offers new capabilities and a modern design for an improved user experience. The iOS and Android apps are visually consistent and have feature parity across both mobile platforms. Features available on the desktop application have been optimized for Mobile ZAC to create an uninterrupted experience, providing a seamless transition from desktop to mobile and allowing users to communicate and collaborate effortlessly while on the go.
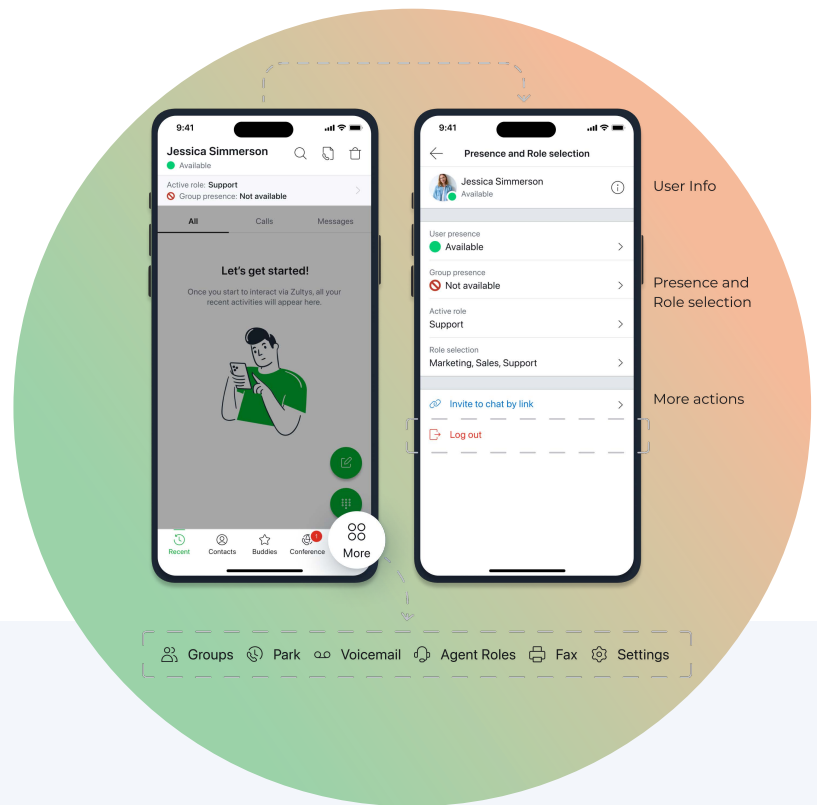
With the new Mobile ZAC, updates for Android and iOS will happen at the same time for easy user management. We've redesigned the underlying technology to allow for faster and more uniform releases in the future.

This new app replaces all of Zultys' prior mobile apps, including MX Mobile for iOS, Zultys Mobile Communicator for iOS, and Zultys Mobile for Android. All new and current users should download and use Mobile ZAC, which is now available on the App Store for iOS devices and the Google Play Store for Android devices.

Android   iOS

App Navigation and Improved User Interface

There are three sections on the main screen to work with: top, middle, and bottom. The top is dedicated to the user profile, status, roles, and information. The middle consists of different tabs representing various work areas for video, screen share, and information elements. And the bottom is designated for navigation, which affects the content displayed in the middle section.

User Info

Presence and Role selection

More actions

Groups · Park · Voicemail · Agent Roles · Fax · Settings

New Features

Multiparty Video Conferencing

The same video conferencing capability in ZAC and Web ZAC is now available in Mobile ZAC. Easily host and join video conferences, whether it's a group session or a one-on-one conversation. Choose from three different video layouts during conferences to suit your preferences: speaker view, grid view, or pin an individual user.

Intuitive call controls ensure a smooth and efficient workflow during video conferences. These persistent controls are conveniently located in the bottom call panel, which can be extended by swiping upwards to access additional options or hidden entirely to focus on user video windows.

Long-tapping a user's video window opens options to pin, mute, chat, or disconnect that user, depending on the call ownership. These options are also accessible from the participant controls window, where users can mute or unmute all and invite additional participants. Furthermore, users can switch the screen orientation to landscape mode, depending on preference.

Speaker mode · Grid mode · Pinned user

Scheduled Conferences

In the new Mobile ZAC, users can view, schedule, start, and join conferences with the same interface and controls as ZAC and Web ZAC, making it easier for users to move between the desktop app and the mobile app.

Scheduled conferences feature a convenient "Start" button that becomes available at the start time. During active conferences, users see a "Join call" button. Initiate a "Start now" conference with just a few clicks or schedule a conference with added details, all directly within the app.
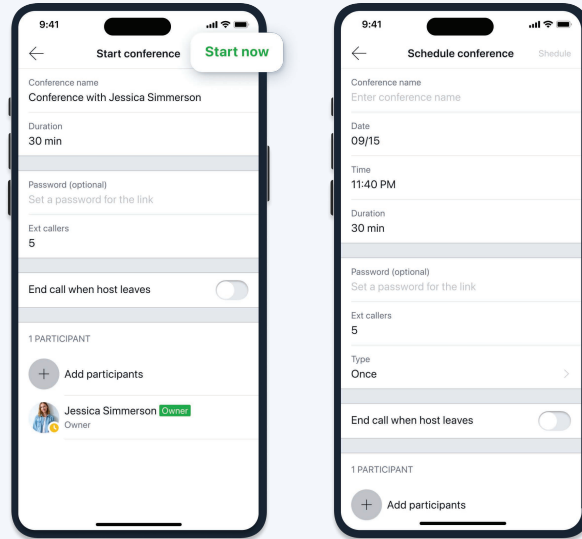
Call Logs

Users can now access their complete phone call records and call history within Call Logs. New filter and sort options make it easy to find specific information.
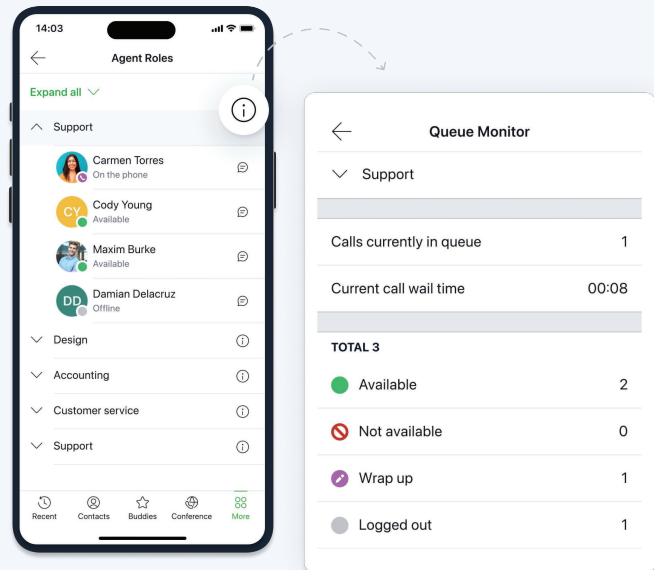
Emojis

Elevate your conversations with iOS and Android emojis in ZAC, Web ZAC, and Mobile ZAC. Convey your emotions and streamline your messaging experience while saving on typing time.

Call Attached Data

With Mobile ZAC, accessing and managing Call Attached Data (CAD) while on the go is easier than ever. CAD is a powerful feature for adding contextual information to call records. Mobile users can now not only view CAD data but also edit and update it within the app.

As users input data into a field, it's highlighted in green, offering clear visual guidance. Mandatory fields that are left blank are highlighted in red, ensuring data completeness.
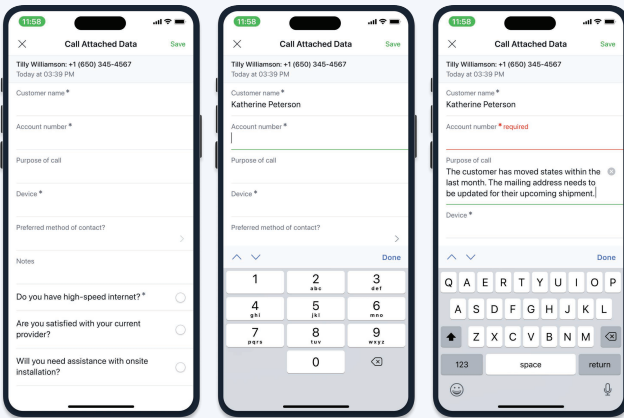
Retrieve Call

Seamlessly move an active call between ZAC, Web ZAC, and Mobile ZAC with a single click. Retrieving calls is as easy as hitting the dedicated button, eliminating the need for dial codes. This feature provides mobile users with flexibility and an uninterrupted call experience.
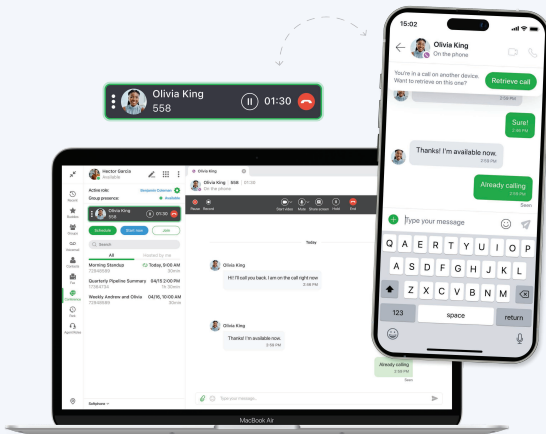
Agent Roles & Queue Monitor

Agent roles and queue monitor have now been added to Mobile ZAC for call center functionality on the go. Within the mobile app, agents have visibility into other agents' availability and the number of calls in the queue. This functionality empowers users with information to drive first-contact resolution and make communications more efficient.