



Your Zultys Unified Communications Product Overview



Cloud



Virtual and
On-Premise



Hybrid



Work **Anywhere**,
From **Any Device**,
With **Anybody**

True All-in-One Business Phone System



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 VM & Transcription

Browse voicemail messages and recordings or get transcripts of messages emailed to your inbox



Multi-Site Deployments

Seamlessly integrate branch offices, remote and mobile workers



Centralized Management

Single user-friendly admin interface for all locations



Multi-Level Redundancy

N+1 hardware redundancy and cross-site failover



Auto Attendant & IVR

Direct inbound callers to the right employee or department



Integrated Fax Support

Send and receive faxes without a fax machine

More Feature Highlights:

- Active directory/LDAP support
- Unified messaging with Outlook integration
- Busy lamp field/Key system emulation
- Enterprise Session Border Controller (E-SBC)
- Record calls with a single button click
- Historical archiving of call recordings, instant messages, voicemail, faxes, and call logs (CDR)
- All Zultys IP phones can support remote workers without requiring a VPN
- Find me/Follow me/Simultaneous ring



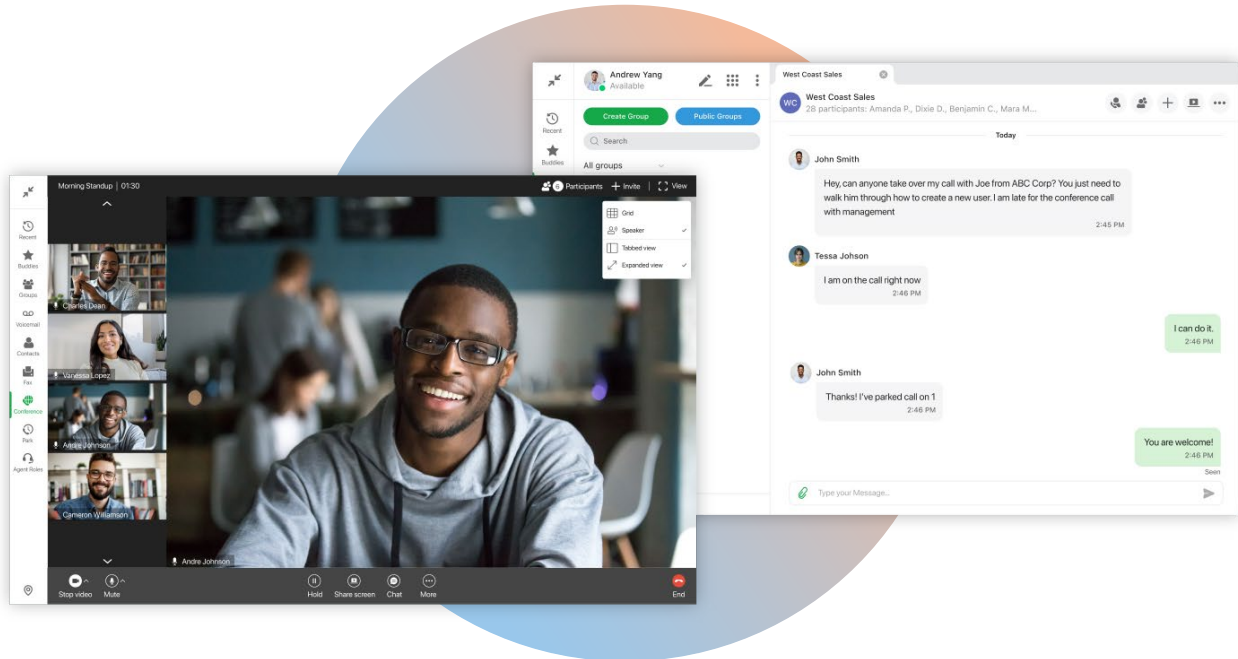
ZULTYS ADVANCED COMMUNICATOR

ZAC and Web ZAC

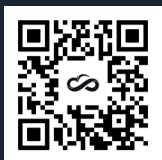
Application-Based and Web-Based UC Clients

Zultys' desktop clients are designed to simplify communication and collaboration between coworkers.

Our UC client makes it easier for people to communicate in their day-to-day working environment. Unified communication is the keystone of every great company. Launch voice calls, video calls, emails, faxes, IMs, conference sessions, and screen shares from a single intuitive interface.



Feature Highlights:



View ZAC Demo

- Record calls from any telephone or softphone
- "Start now" conference button enables on-demand conferences for internal and external participants, or schedule one-time, recurring, or ongoing conferences with up to 100 participants. Ongoing conferences can be started at any time.
- Pre-conference audio and video preview screen
- Invite internal and external conference attendees to join over email or by sharing a link via a text message. Internal participants can also access conferences via a "Join Now" button and typing the conference ID.
- View photos, presence indicator, and notes of all users
- Get a pop-up alert based on a coworker's presence to immediately know when they are available (ZAC application only)
- MS Exchange / Outlook integration (ZAC application only)
- Send and receive e-faxes (ZAC application only)
- Screen pops display incoming caller information
- ScreenDial™ lets you call from any webpage, document, or electronic record
- Single log in for users, operators, and contact center agents
- Create call handling rules to manage call routing and simultaneous ringing
- MXconnect™ lets you make any phone your business phone
- Robust IM chats allow users to search for messages, forward or reply to the full message or a specific highlighted section of a message
- Send and receive SMS and MMS messages from ZAC
- Floating video window appears whenever a user moves from an active tab during a conference to enhance collaboration
- During a conference, users in softphone mode can select and change their audio devices directly from the call panel
- Group chat feature allows multiple employees to quickly and easily share IMs as a group, share files, and conveniently initiate audio and video conference calls with all group members
- Multi-party video is available for conference calls and group chat calls
- Collaborate with coworkers by sharing files and your screen either with individual users or within groups via secure IM sessions
- Invite contacts outside the organization to join chat sessions as temporary members with all the collaboration tools they need: screen share, file transfer, video, and audio calling
- Take notes during and after a business call with customized Call Attached Data (CAD) questioners. CAD notes are included with a call when it's transferred to other users on the system.
- Handle calls through an easy-to-use interface and utilize intuitive drag-and-drop options to transfer calls
- Full support for Plantronics (for Web ZAC, this depends on the device's audio capabilities)
- Support for MFA for extra protection against unauthorized access

Zultys MX Series of IP Phone Systems

All-in-One Communication Solutions

Each easy-to-install and maintain Zultys IP phone system is a complete “all-in-one” feature-rich appliance ready to serve the needs of any business. Zultys IP phone systems can be deployed stand-alone or networked together to support thousands of users.

MX-SE

The MX-SE supports up to 30 trunks and 50 users

MX-E

The MX-E is available in three different models:

- Base model supports up to 300 users and trunks
- MX-E+ model supports up to 1,000 users and trunks
- MX-E++ model supports up to 2,000 users and trunks

MX Virtual

Zultys MX Virtual is a fully integrated Unified Communications solution and IP phone system. It can be installed in VMware Ready virtual appliance. MX Virtual allows businesses of all sizes to take advantage of virtualization benefits, including enhanced server utilization, simplified deployment, and reduced costs. The features of MX Virtual are identical to the premise-based MX phone systems.



Zultys Cloud Services

With Zultys Cloud Services, you can gain a higher level of quality and control over your communications network. Our cloud-based platform greatly simplifies administration and management and strengthens conformance with security and compliance standards.



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

Flexible Solution That Fits Your Needs

Hybrid, Cloud, and On-Premise Deployments

Zultys offers the same feature set across all deployment options. Businesses have the option of mixing premise and cloud MX systems in a company-wide solution via the MXnetwork feature.



Premise System Deployment

Customer maintains and controls their MX system



Hybrid System Deployment

Combines both cloud and premise systems within one companywide solution



Cloud System Deployment

Fully hosted UCaaS solution, maintained by Zultys

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

Most Reliable

- Pure hybrid capability utilizes the same software no matter how its deployed
- Business continuity: premise-based deployment as a primary service with failover to the Zultys Cloud
- Single, secure virtual instance per customer
- SLA 99.999% reliability for Zultys Cloud Services deployments
- 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

World-Class Support

- 100% US-based support that understands your business
- Training tailored to your needs
- White glove treatment
- Robust scalability
- Support 5 to 40,000+ users
- Add and delete users from a portal to support your business seasonally
- Feature set that continues to grow with current technology demands

Business Critical Integrations

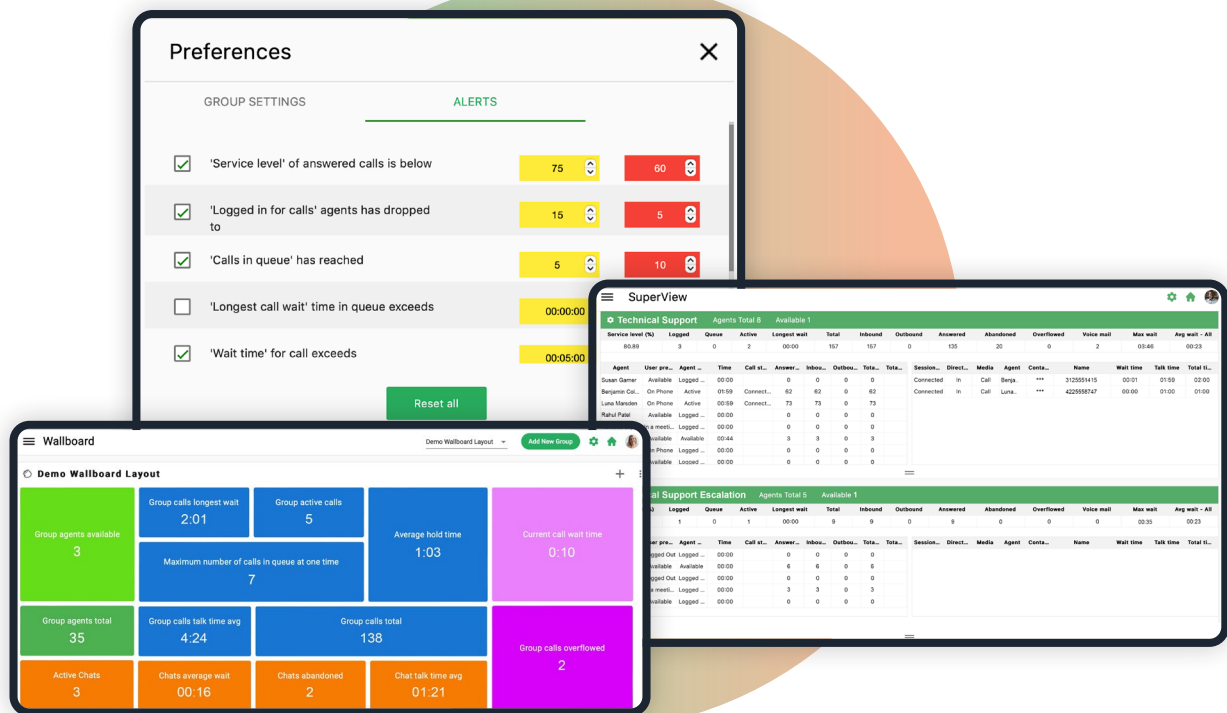
- Contact sales@zultys.com to ask about your specific CRM/ERP/EMS
- Zultys allows integration with most software. Below are a few popular integrations:
 - Outlook
 - Teams
 - Salesforce
 - Microsoft Dynamics
 - NetSuite
 - Sugar
 - Sage
 - Zoho



INTEGRATED CONTACT CENTER

Advanced Call Center Capabilities

Improve the customer service of your call center with the Zultys Integrated Contact Center (ICC) solution. Zultys intelligently processes incoming calls to agents based on customizable rules and real-time conditions, ensuring the shortest waiting time for callers. Agents can be located anywhere in the world, allowing for true flexibility and around-the-clock coverage.



Feature Highlights:

- Call recording: full-time and on-demand
- Call Attached Data (CAD) for customizable agent scripts, wrap up/exit codes, and more
- Multiple reporting options: CDR Reporting, MXreport™ CDR, and MXreport™ Contact Center Edition
- Multimedia queue: calls, SMS messages, webchats, and callback requests are queued in the order they are received
- Customizable music-on-hold, position in the queue, and expected wait time announcements
- Last agent routing option will send repeat callers to the same agent that handled their previous call
- Supervisors monitor all real-time activity in SuperView™ accessible anywhere from a web browser
- Agents and supervisors can work remotely or on-the-go and maintain the same capabilities as office-bound employees
- Supervisor can silent monitor, barge-in, and whisper-thru to agents
- Agents can receive calls on their mobile devices with Mobile ZAC for iPhone and Android
- Shared ICC group voicemail box with multiple outgoing greeting options, email notifications, and escalation facilities



WORK ANYWHERE, FROM ANY DEVICE, WITH ANYBODY

Mobile ZAC for iPhone and Android

Mobile ZAC brings the award-winning Zultys system to iOS and Android devices. It allows remote and mobile employees to take care of their corporate communications while utilizing the same tools as their office-bound counterparts.



Free Wi-Fi & 4G Calls

Use the built-in softphone to save costs on calls from anywhere in the world



Call Recording

Record what you want, when you want, where you want



Team Chat & Conference Calls

A single place for team collaboration



Call Groups

Optimize your call group workflow by getting operator, ACD, and other agent calls in the office and on the go



SMS Messaging

Communicate with clients and coworkers via text messages

More Feature Highlights:



View Mobile ZAC Demo

- Browse voicemail messages and recordings from your inbox
- Advanced call controls: hold, park, attended and unattended transfer
- Mobile presence and secure IM
- Mobile privacy (present office caller ID)
- Integrated softphone
- Call alerts
- Video calling: easily host or join a conference, whether it's for a group or one-on-one
- Start ad-hoc conferences or schedule both one-time and recurring conferences within the app
- Corporate directory access
- On-demand call recording
- Secure user-to-user file transfer
- View complete phone call records and review the call history in call logs
- Take notes during and after a business call with customized Call Attached Data (CAD) questionnaires. CAD notes are included with a call when it's transferred to other users on the system.
- Contact center agents can view the agent foles screen to see the availability of teammates and monitor calls in queue from the application



ZULTYS

INTEGRATED SOLUTIONS

Powerful CRM and Application Integration

Zultys integrates with a range of third-party applications and CRM applications to improve the operations and productivity of any business. The MX system supports Computer Telephony Integration (CTI) with an expanding range of CRM suites and business applications via its standards-based protocols.



Zultys Outlook Communicator

Provides integration between the Zultys IP phone system and Microsoft Outlook

- Click-to-call and full call control from within Outlook
- Presence synchronized with Outlook Calendar
- Screen pops for Outlook contacts
- Log into operator and call group roles and select the role to make an outbound call from



Zultys Salesforce.com Communicator

Integrates the Zultys IP phone system and the Salesforce.com CRM application suite for full call control from within Salesforce

- Screen pops, call notes, hold, transfer, and click-to-call from inside the contact record on Salesforce.com
- Log into operator and call group roles and select the role to make an outbound call from



Zultys Flex Communicator

Simplifies integration with web-based and traditional CRM and line-of-business applications

- Integrates with both web-based CRM applications and programs installed on the user's computer
- Generate screen pops for caller information on receipt of an incoming call or when placing an outgoing call



Microsoft Exchange Communicator

Allows Zultys users to have their voicemails and faxes automatically delivered and synchronized to their email client on Windows PCs

- When a user reads or deletes the email message on their PC, the voicemail/fax message state on the MX system will reflect the change



Zultys Microsoft Teams Integration

Adds features such as complex routing plans, auto-attendant, call handling rules, and more to your Microsoft Teams experience. Our telephony solution also brings an additional redundancy level to your business communications with our built-in security features for your peace of mind.

- Make and receive customer calls within the Teams interface
- Use ZAC in parallel with Microsoft Teams to incorporate faxing, DVR-style call recording, SMS messaging, call groups, and more

Web & Audio Conferencing

With Zultys conferencing, you have all the tools to conduct amazing collaboration sessions, audio and video conferences, remote learning seminars, and more!

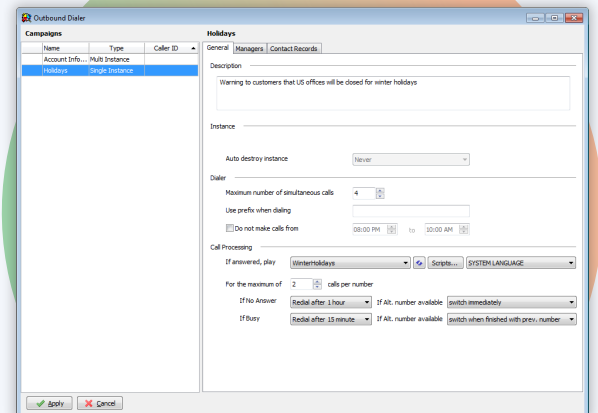
- Up to 100 people can join a collaborative video conference via ZAC, Web ZAC, or Mobile ZAC
- Send files and screenshare with other participants via ZAC
- People outside the organization can join the conference and access all the collaborative features without downloading any software
- Max of 30 participants on MX-SE, up to 100 on MX-E, and up to 256 with MXvirtual, MX-E+, and MX-E++



MX Outbound Advanced Outbound Dialer Solution

MX Outbound is a flexible and easy-to-manage outbound dialer that can reach your organization's customer base and save your employees precious time. Automatically call hundreds of customers with a simple recorded message or a detailed customer survey with a series of questions that change based on their previous responses.

- Accessed via a web browser with no software download required. Compatible with any device that supports web browsers.
- Use pre-recorded prompts or text-to-speech conversion.
- Include option to transfer to an operator or contact center agent.
- Schedule calls at a specific time of day for a particular contact or make calls on-the-fly.
- Monitor campaigns in real-time.
- One MX system can simultaneously run multiple outbound call campaigns, each with a completely different call flow and message.
- Import contact information manually or from a CRM application. Export campaign results back into a CRM application.





ZIP 49GA

The ZIP 49GA is a productivity-enhancing Android OS-enabled smart media phone with an optional HD camera and Bluetooth headset

- 7" 1024x600 pixel touch screen
- Integrated Bluetooth & Wi-Fi support
- 27 LCD-labeled programmable soft keys
- Corporate directory access
- Video door phone integration
- Web browser
- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- Busy Lamp Field (BLF)
- USB & Bluetooth headset support
- Electronic Hook Switch (EHS) support
- 802.3af Power over Ethernet
- HD video camera (optional)
- Bluetooth headset (optional)
- AC adapter (optional)



[View ZIP 49GA Demo](#)



ZIP 47GE

The ZIP 47GE is targeted at the busy executive looking for a high-end phone packed with features

- 480x272 pixel color display
- 27 LCD-labeled programmable soft keys
- Corporate directory access
- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- XML browser
- Built-in Bluetooth and Wi-Fi support
- AC adapter (optional)



[View ZIP 47GE Demo](#)



ZIP 45G

The ZIP 45G is a flexible, mid-level business IP phone

- 3.7" 360x160 pixel backlit LCD
- 21 programmable LCD labeled keys
- Corporate directory access
- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- XML Browser
- Bluetooth & Wi-Fi support via adapters (optional)
- AC adapter (optional)



[View ZIP 45G Demo](#)



Z 23GE

The Z 23GE is an easy-to-use, cost-effective business IP phone with customizable buttons and a color display

- 320x240 pixel color display
- 14 programmable LCD labeled keys
- Handsfree speakerphone
- Dual Gigabit Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- AC adapter (optional)



[View Z 23GE Demo](#)



Z 22G

The Z 22G is an easy-to-use, cost-effective business IP phone with a color display

- 320x240 pixel color display
- Handsfree speakerphone
- Dual Gigabit Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- AC adapter (optional)



[View Z 22G Demo](#)



Z 21i

The Z 21i provides exceptional value in a cost-effective IP phone

- 2.5" 128x48 pixel backlight display
- Handsfree speakerphone
- Dual 10/100 Ethernet ports
- 802.3af Power over Ethernet
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- AC Adapter (optional)



[View Z 21i Demo](#)



USER OPTIONS

| 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 Integration* | • | • | • |
| 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 | | | • |

*Transcription service providers offer pricing tiers based on usage.

ABOUT ZULTYS

Zultys delivers an easy-to-use, secure, and reliable platform that is designed to streamline all forms of communication and increase productivity.



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* Zultys adheres to HIPAA compliance within our data centers. End users and Zultys Partners who implement HIPAA-compliant MX systems are responsible for all HIPAA safeguards at the local site. See our HIPAA flyer for more details.