



Zultys Cloud Services at a Glance

Zultys delivers an easy-to-use, secure, and reliable platform designed to streamline all forms of communication and increase productivity for businesses of all sizes. With Zultys, users can seamlessly handle all types of communications in a single user interface.



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 Use

ZAC is both client and browser-based, utilizing Web RTC technology, to allow your customers to have a choice. Mobile ZAC brings the Zultys Unified Communications platform to mobile devices for phone, messaging, and conferencing on the go.



One-Touch Record

Press a record button on a physical phone, inside Zultys Advanced Communicator (ZAC), or with Mobile ZAC for iOS and Android devices. The recording starts from the beginning of a call with the simple press or click of a record button during an active call.



Call Attached Data

Add contextual information to call records with customizable Call Attached Data (CAD) in both ZAC and Mobile ZAC. CAD data is 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 Report.



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 40,000+ 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
- Microsoft Dynamics
- Teams
- Salesforce
- NetSuite
- Sugar
- Sage
- Zoho

Unified Communications and Integrated Contact Center

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	\$	\$	•
MX Report Call Detail Records	\$	\$	•
MX Report – 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	•	•	•