



# Zultys Solutions 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 communication in a single user interface. 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 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.



### Flexibility of Deployment

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



### Call Attached 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 MXreport.



### 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](mailto: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	•	•	•
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			•

**ZULTYS.COM**  
785 Lucerne Drive  
Sunnyvale, CA 94085  
Tel: +1-888-985-8971

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