



# ZULTYS

## ZULTYS ADVANCED COMMUNICATOR



## Productive Team Collaboration

Simplify all of your team's communication into ZAC (Zultys Advanced Communicator). Real time chat, web conference, file sharing, drag-and-drop call operations and task management all come together in one workspace.

Collaborating and communicating locally or remotely has never been easier!

## Work Anywhere. Work Everywhere.

### KEY FEATURES:

- Easy access to corporate employee directory, instant messaging, voice mail, and contacts
- Instantly know the status of team members and place calls, send messages, or voice mails with a click of a button
- Handle calls through an easy to use interface and utilize intuitive drag-and-drop options to transfer calls
- Built-in softphone
- Team messaging and conference calling
- Robust call handling rules
- Voicemail notification rules that determine how voice messages are handled
- Send and receive FAX messages
- Browse the corporate directory, create personalized buddy list and group buddies for convenience, or save custom contacts
- Microsoft Outlook integration
- Share files with coworkers via secure IMs
- Automatic and on-demand call recording – press record at any time and capture the entire call
- Designate any phone as your business phone – a SIP phone, an analog phone, a mobile phone or home office phone. Easily switch between one phone and the other in seconds
- Schedule conferences and collaborative online meetings
- ScreenDial feature allows a user to highlight a telephone number in any application and have ZAC dial the highlighted number
- Support for Call Group functionality. Agents can log into multiple call groups and handle incoming and outgoing calls for the groups in ZAC
- Supported on Microsoft Surface Pro 4 Devices
- Full support for Plantronics HUB software



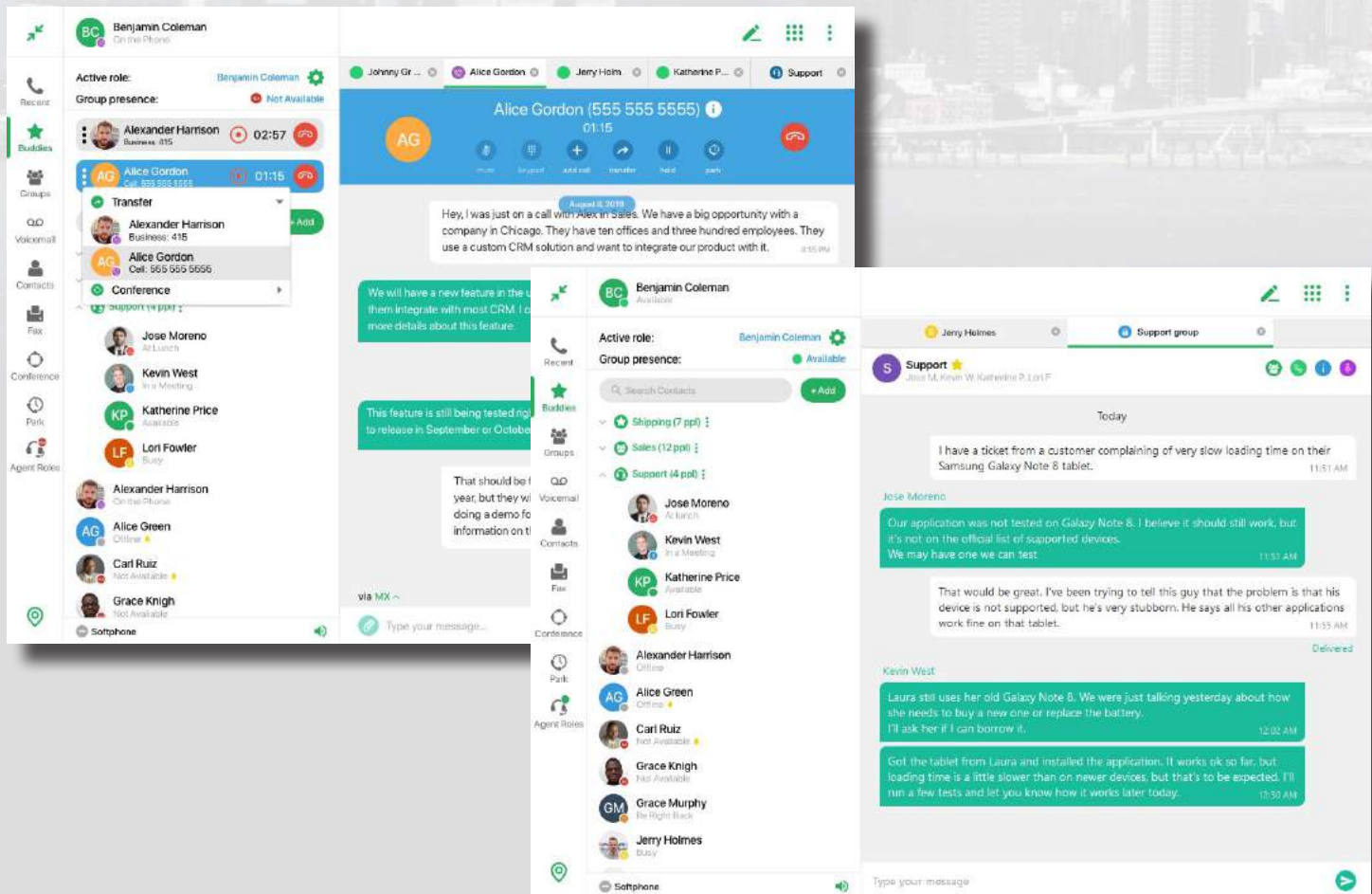
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## Always Stay Connected with Your Team

ZAC's Group Chat feature is a virtual conference room to collaborate. Group Chat is an intuitive and integrated method of communication between teams regardless of their physical location. Send secure instant messages between team members whether they are using ZAC on their desktop or Zultys Mobile on iPhone and Android devices. Adding a new member to the Group Chat takes seconds with an easy drag and drop operation.

Team members can post ideas, proposals, and tasks and be assured that the entire team sees them. With a simple click, any member of the team can start a conference call and employees can freely jump on and off the call at their convenience.



## ZAC Manages Your Communications So You Don't Have To

- Personalized buddy list of colleagues
- Simple way to show availability via Presence states and notes
- Customized popup alerts for changes in coworkers' Presence
- Visual interface for managing multiple calls
- Drag and drop calls to contact's name to transfer
- Convert any call into a conference call



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## Manage Voice and Fax Messages

ZAC's visual voice mail interface eliminates the hassle of listening to messages in the order they came in. If an employee can tell from the first five seconds of a message that it's meant for someone else, it can be sent to the correct person right away. No need to listen to the full five minutes of recording or navigate complicated menu. The transferred message will appear in the coworker's voicemail inbox instantly and can even include a quick note from the employee who made the transfer.

ZAC can send and receive fax messages straight from the application from anywhere, with no need for an office fax machine. Incoming faxes can be viewed in ZAC or email and can be transferred to other employees if necessary. The company can save on both expenses and time.

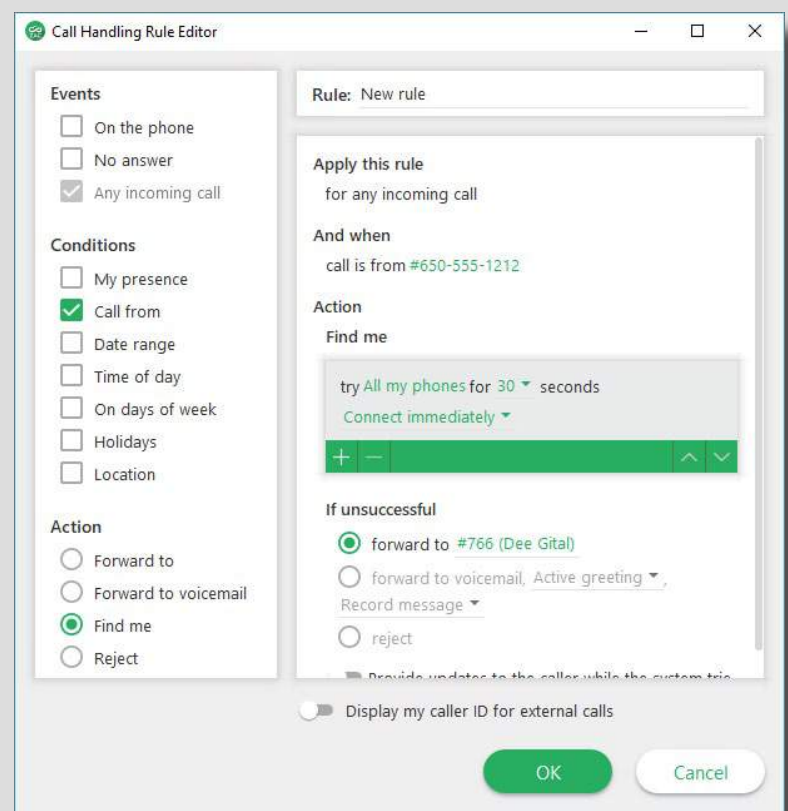
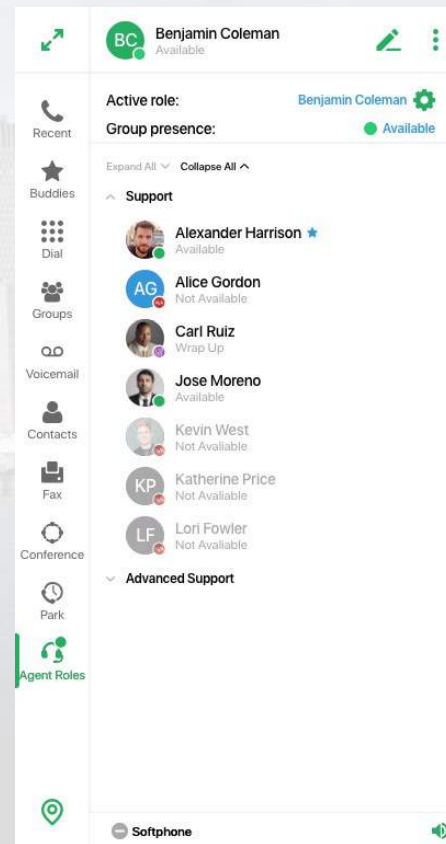
## Contact Center Agents Supported

ZAC supports a range of Operator Groups and multiple levels of Agent Roles, and lets users log into multiple roles simultaneously. An employee logs into their Agent role to receive calls for the Call Group. Incoming call group calls are distinguished from calls to their user's extension, so employees can adjust their greeting accordingly. Agents can make outbound calls with the Group's caller ID. In the Agent Roles screen, agents can check the status of their fellow group members in a single screen.

## Prioritize Important Calls

With ZAC, employees can configure call handling rules that will automatically route incoming calls based on predetermined conditions. For example, calls from important clients will always reach their account manager: forward these clients' calls to the manager's cell phone, or immediately redirect the calls to another employee if the account manager happens to be on vacation.

The Find Me/Follow Me feature allows the system to ring up to 16 different phone numbers to reach the employee for an important phone call or to notify them of an urgent message. Ensure that the callers who really matter will always reach a live person.







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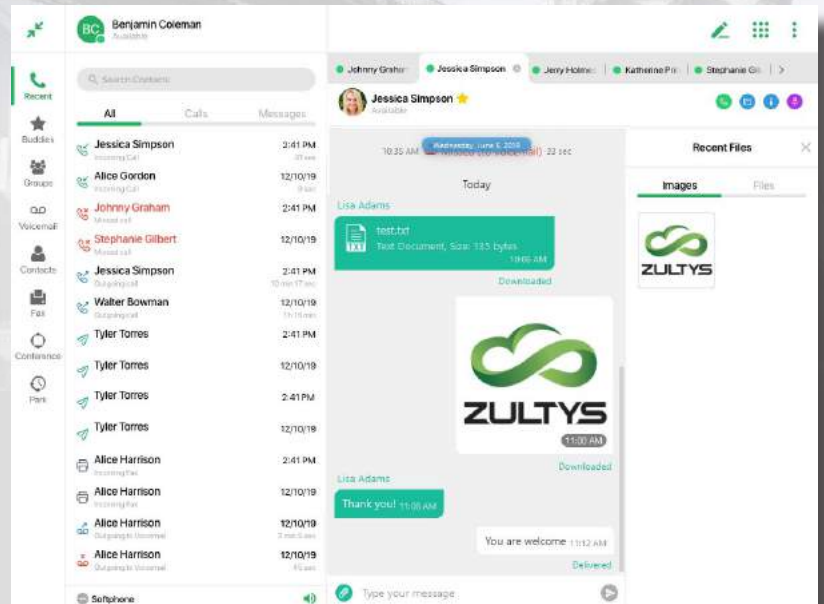
# ZAC<sup>TM</sup>

## Conveniently Share Files with Coworkers

Tired of digging through email threads looking for an attachment file? Share files with coworkers in ZAC through secure IMs instead.

Browse to the file directory to attach a file to your chat message or drag-and-drop images and files into the ZAC window with the user-to-user IM session open. Alternatively, simply paste any file or image previously copied onto the computer's clipboard right into the message area.

All the recently shared files are saved directly in ZAC. These files can be viewed by both users who are part of that IM chat in a designated repository folder. You can see a preview of the shared images in the IM session and images are displayed in a separate tab of the Recent Files section.



### REQUIREMENTS PC:

- Version – Windows 7 (32-bit or 64-bit), Windows 8 (32-bit or 64-bit), Windows 10 (32-bit or 64-bit)
- RAM – 256 MB standard
- Processor – 1 GHz minimum
- Hard Drive Space – 100 MB
- MX software version 12.0.7. MX release 15.0 is recommended for full functionality
- ZAC/MXIE license for each user
- Security certificate installed on the MX

### REQUIREMENTS MAC:

- Version – OS X v10.6 "Snow Leopard" or higher (64-bit only)
- RAM – 1GB
- Processor – 1GHz Intel Core 2 Duo (64-bit)
- Hard Drive Space – 150 MB
- MX software version 12.0.7. MX release 15.0 is recommended for full functionality
- ZAC/MXIE license for each user
- Security certificate installed on the MX



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