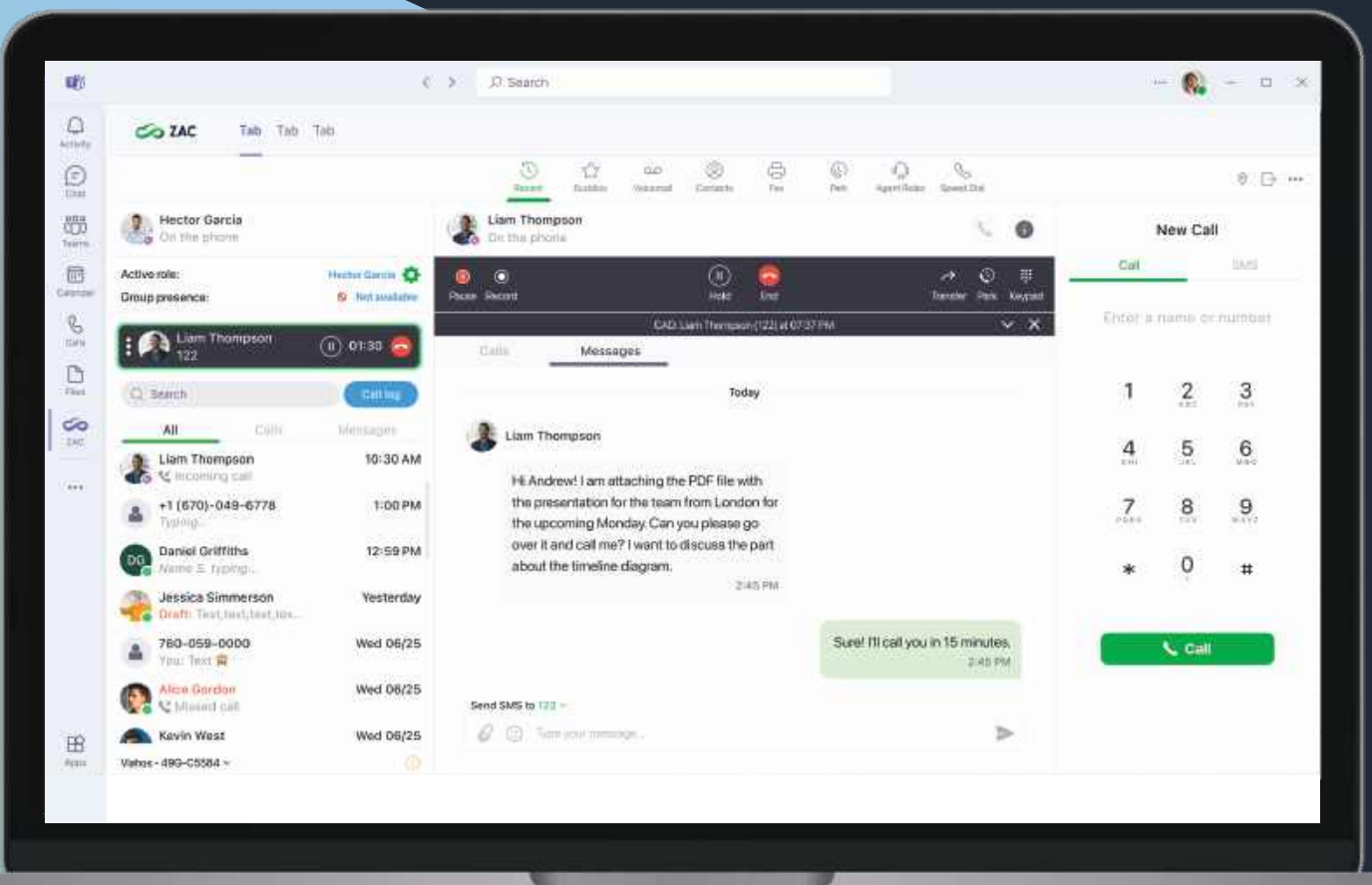




# Enhance Microsoft Teams with Zultys

## ZAC for Teams

Enhance business communications with ZAC for Teams, seamlessly integrating Zultys' advanced communication tools directly into the Microsoft Teams interface. With **ZAC for Teams**, users can manage calls, SMS, call groups, and voicemail escalation all within the familiar Teams environment, using Zultys' icons embedded in the Teams navigation bar. This integration extends Teams' native capabilities by providing enhanced call management and SMS features, all without requiring an additional Microsoft Teams Phone license as calling will be done via Zultys telephony direct routing for Teams.





## ZAC for Teams

*Your employees continue using the native Teams interface but now have ZAC embedded for advanced call processing, group and contact center communication, robust call control configuration options, and call handling and SMS options.*

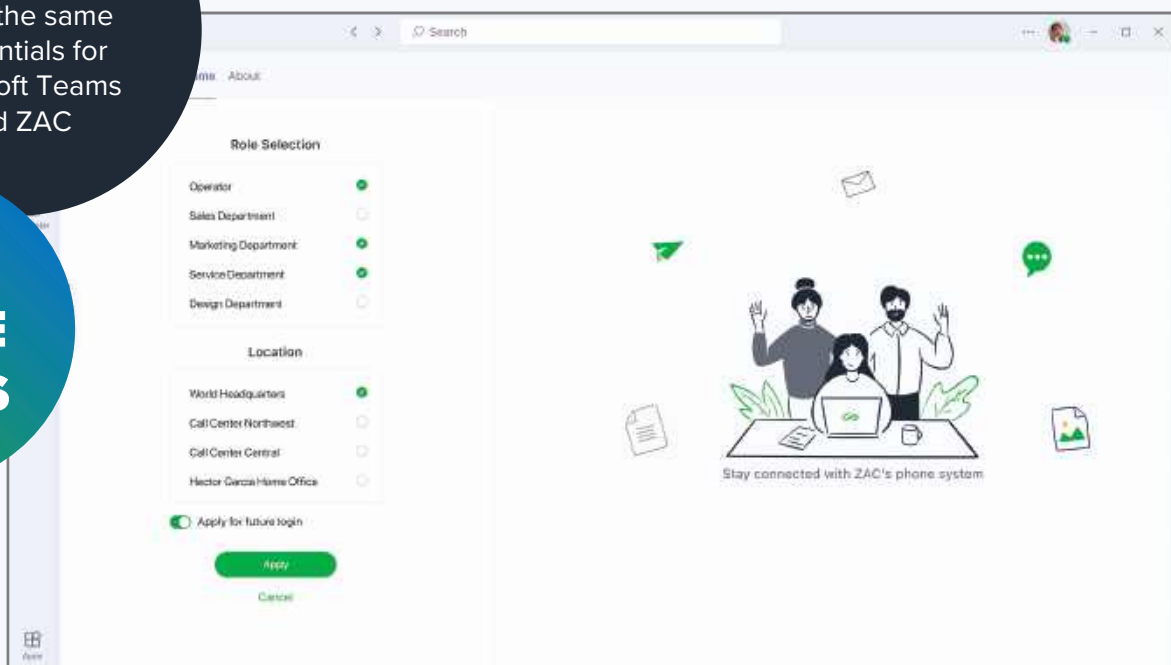
The ZAC for Teams application allows users to integrate Zultys' powerful communication tools directly into the Microsoft Teams interface. With this integration, users can manage all their Zultys communications—calls, SMS, call groups, and voicemail escalation—within the familiar Teams environment, bringing unified collaboration to a single pane of glass. The ZAC navigation bar, featuring Zultys icons, is embedded right at the top of the Teams screen for easy access.

This integration extends Teams' native capabilities, offering advanced call management and SMS features that go beyond what standard Teams provides. Best of all, no additional Microsoft Teams Phone license is required. Unlike Microsoft's Teams Phone, Zultys offers these enhanced telephony features at no extra cost.

ZAC for Teams is easily installable via the Teams "Manage Your Apps" section and supports Single Sign-On (SSO), allowing users to log in with the same credentials for both Microsoft Teams and ZAC.

Now Supporting  
SSO: Easy login  
using the same  
credentials for  
Microsoft Teams  
and ZAC

**ZAC  
INSIDE  
TEAMS**





## **Handle Phone Calls**

Enhance Microsoft Teams with external calling through ZAC for Teams. Your employees can make and receive calls directly within the familiar Teams interface while gaining complete control over calls. Users can manage both inbound and outbound communications, including advanced call handling and call group management all seamlessly integrated within the Teams environment.

## **ZIP Phones and Softphone Integration**

ZAC for Teams seamlessly integrates with Zultys ZIP phones or allows users to make calls via softphone using their device's speakers and mic. Zultys IP phones are now fully supported in Teams, and you can manage phone calls on physical devices via Teams, allowing users to enjoy all the benefits of a physical phone and the option to leverage the unified Teams interface.

For those who prefer softphone functionality, Zultys provides a dedicated softphone app that works perfectly with ZAC for Teams. The softphone can run minimized in the background, allowing users to make and receive calls without interrupting their workflow, all while maintaining full telephony integration. You can do all the call configuration in your ZAC for Teams interface, and it will also apply to your ZIP phones.

## **Call Handling Rules**

Zultys' advanced routing capabilities, including customizable dial plans, ensure that incoming calls are directed to the right person or department within your organization. Each user can personalize their call handling and notification rules for efficient and intelligent call routing, ensuring important calls are never missed. These features are seamlessly integrated into the Microsoft Teams interface, making it easy for users to stay responsive.

Additionally, Zultys offers flexible music-on-hold options, allowing different departments to play tailored messages or commercials for callers, enhancing the customer experience while they wait.

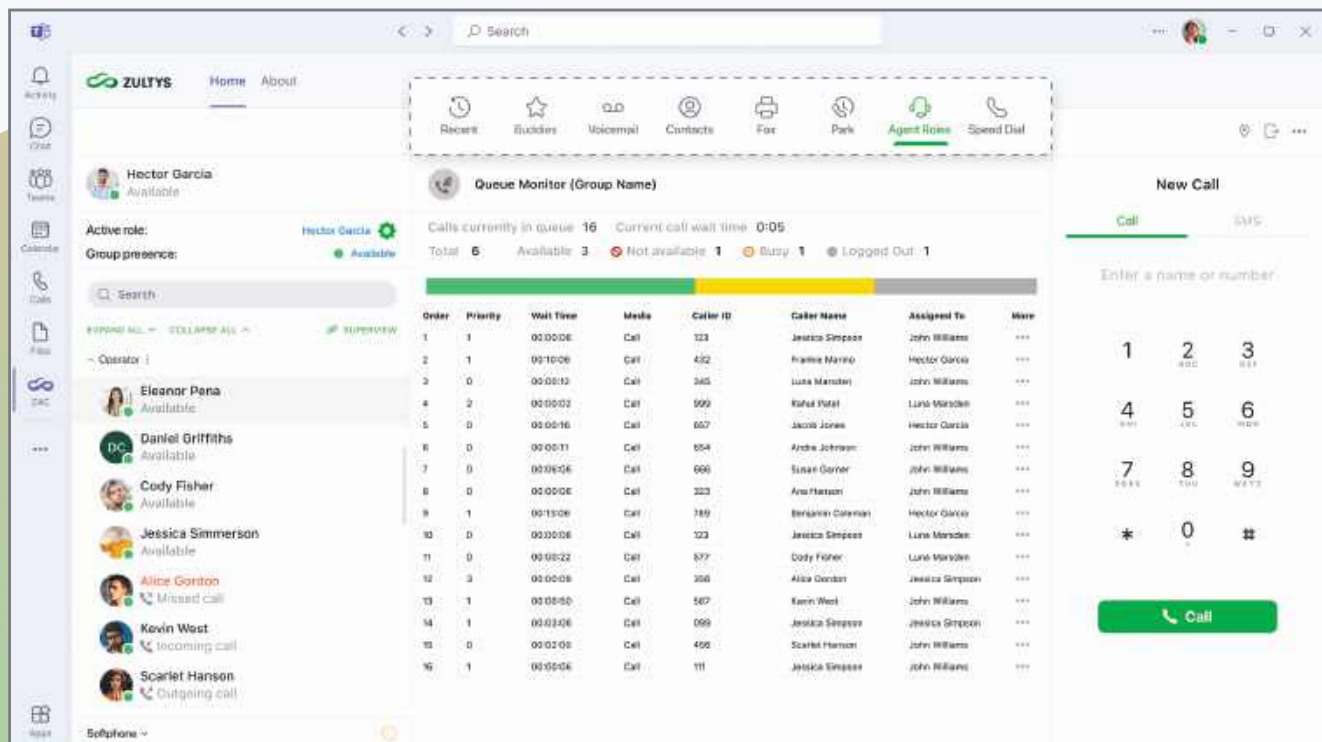
## **Multi-Level Auto Attendant**

A simple, single-level auto attendant may work for smaller businesses, but larger organizations with multiple customer-facing departments benefit greatly from a well-designed multi-level auto attendant. This system allows callers to navigate efficiently to the right department or service. By incorporating an Interactive Voice Response (IVR) system, you can further streamline the customer experience, making it easier for clients to reach the assistance they need quickly and efficiently.

## Call Groups and Call Queues

Easily log in and out of call groups directly from the Microsoft Teams interface to receive group calls. If you need to make an outbound call from a call group, you can select your agent role as your active role and ensure the group caller ID will be shown to the customer when you call them, instead of your user ID. Zultys' Integrated Contact Center (ICC) capabilities allow flexible configuration of how incoming calls are routed, especially when there are limited agents available. Callers can be placed in customizable queues with tailored announcements, improving the caller experience.

With Zultys' SuperView interface, accessible via the ZAC for Teams interface, call group supervisors can monitor real-time activity, manage calls in the queue, and assign calls to agents efficiently, ensuring smooth call group operations.



**Queue Monitor (Group Name)**

Calls currently in queue: 16 | Current call wait time: 0:05

Total: 6 | Available: 3 | Not available: 1 | Busy: 1 | Logged Out: 1

| Order | Priority | Wait Time | Media | Caller ID | Caller Name      | Assigned To     | More |
|-------|----------|-----------|-------|-----------|------------------|-----------------|------|
| 1     | 1        | 00:00:00  | Call  | 323       | Jessica Simpson  | John Williams   | ...  |
| 2     | 1        | 00:10:08  | Call  | 452       | Heather Marino   | Hector Garcia   | ...  |
| 3     | 0        | 00:00:12  | Call  | 345       | Luna Marsden     | John Williams   | ...  |
| 4     | 2        | 00:00:02  | Call  | 999       | Rahel Patel      | Luna Marsden    | ...  |
| 5     | 0        | 00:00:16  | Call  | 667       | Jacob Jones      | Hector Garcia   | ...  |
| 6     | 0        | 00:00:11  | Call  | 854       | Andre Johnson    | John Williams   | ...  |
| 7     | 0        | 00:00:06  | Call  | 666       | Susan Garner     | John Williams   | ...  |
| 8     | 0        | 00:00:06  | Call  | 323       | Aria Hansen      | John Williams   | ...  |
| 9     | 1        | 00:13:08  | Call  | 389       | Benjamin Coleman | Hector Garcia   | ...  |
| 10    | 0        | 00:00:06  | Call  | 323       | Jessica Simpson  | Luna Marsden    | ...  |
| 11    | 0        | 00:00:22  | Call  | 877       | Doty Fisher      | Luna Marsden    | ...  |
| 12    | 3        | 00:00:08  | Call  | 358       | Alice Gordon     | Jessica Simpson | ...  |
| 13    | 1        | 00:00:50  | Call  | 567       | Karin West       | John Williams   | ...  |
| 14    | 1        | 00:02:06  | Call  | 099       | Jessica Simpson  | Jessica Simpson | ...  |
| 15    | 0        | 00:02:00  | Call  | 456       | Scarlet Hansen   | John Williams   | ...  |
| 16    | 1        | 00:00:06  | Call  | 111       | Jessica Simpson  | John Williams   | ...  |

**New Call**

Call | SMS

Enter a name or number

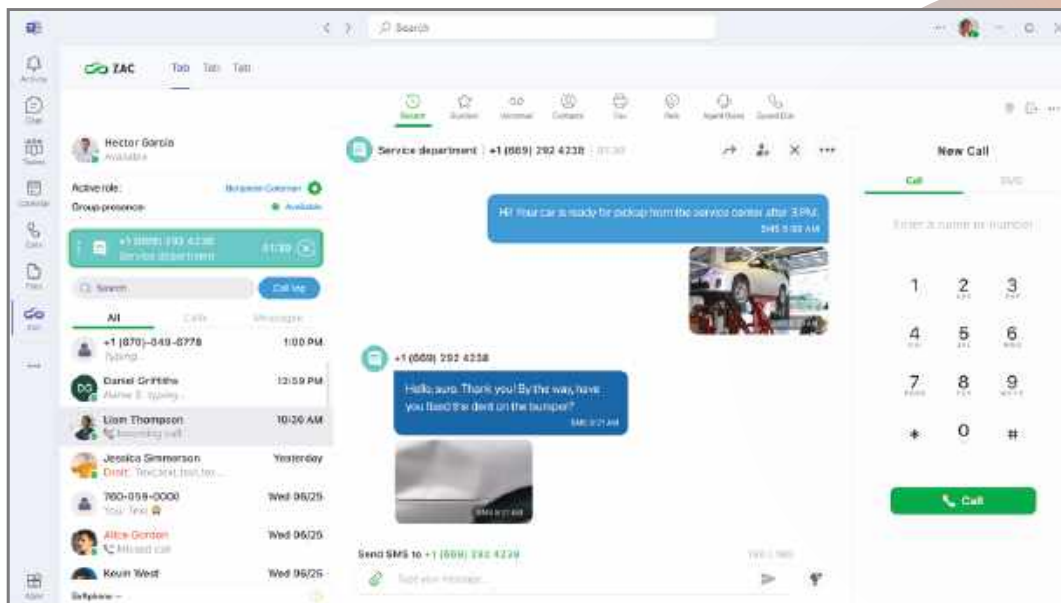
1 2 3  
4 5 6  
7 8 9  
\* 0 #

Call

## SMS & MMS

ZAC for Teams enables full inbound and outbound SMS and MMS capabilities with intelligent reply routing for team members to send out under their DID and also within Operator, ACD, and ICC groups as agents.

Employees can easily engage with customers via text messaging, using their business phone number for caller ID, without needing to rely on personal devices. This ensures professional communication while keeping personal information private, all from within the Microsoft Teams interface.



## Call History and Custom Reporting

Users can access their complete call history, including both internal and external calls, directly within the Microsoft Teams interface.

Standard and advanced reporting features are available to system administrators via MX Report, providing valuable insights into call activity. For advanced customized reporting needs, Zultys offers additional licensing, allowing you to generate reports to meet your specific business requirements.

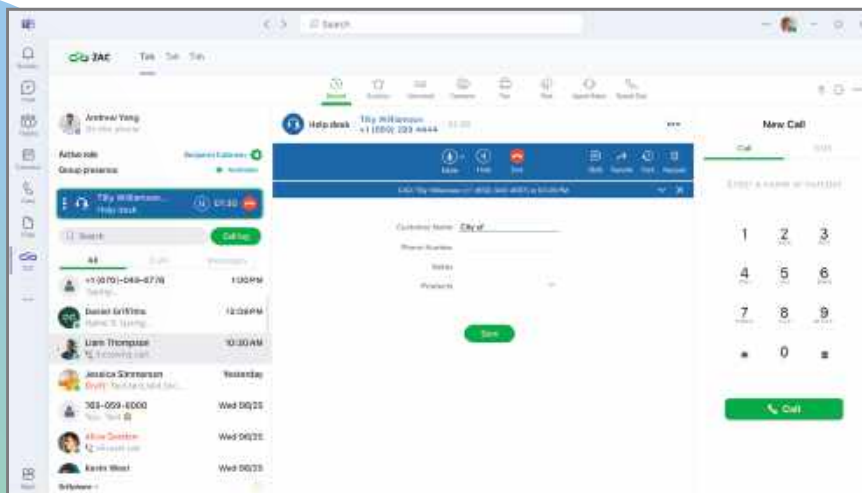
## On-Demand DVR-Style Call Recording

Zultys' on-demand call recording feature lets users initiate a recording at any point during a call while still capturing the entire conversation from the beginning. This DVR-style functionality ensures that no important details are missed, even if the recording is started later in the call.



## Call Attached Data (CAD)

Capture and document key information about each call using Call Attached Data (CAD), ensuring seamless communication and reporting within your organization. When a call is transferred to another agent, CAD notes stay attached, allowing all relevant details to move with the call. This enhances internal collaboration, streamlines reporting, and improves the overall customer experience by ensuring that no important information is lost during call transfers.



## Mobile ZAC

Currently, ZAC for Teams integration is available for the Teams desktop app, with the Teams mobile app integration planned for future releases. However, users of ZAC for Teams have access to Mobile ZAC, an app that's found on the Google Play Store and Apple App Store that has all Zultys communication functionality. Now your agents can answer call group calls and messages on the go and review and add CAD data.

## Faxing

Zultys offers seamless e-faxing with minimal setup required. Users can receive and view faxes within ZAC for Teams. Faxes can be easily downloaded and managed directly within the interface for convenience.

### Requirements:

- Zultys MX software Release 18.2 or later
- Valid license for Microsoft Office 365 that includes Microsoft Teams users
- Either Zultys Premium or Contact Center user bundle per each user
- Additional charges apply for SMS usage
- MX Report required for customized report capabilities
- Additional software licenses required for call recording for non-ICC users