



# Application Integration with Zultys

Our Unified Communications platform now seamlessly integrates with more customer relationship management (CRM) vendors and business applications than ever before. By integrating your CRM system with other customer touchpoints, such as phone calls, SMS, and more, you can deliver a truly unified customer experience.

With Zultys Flex and Flex Plus, a screen pop automatically displays caller information when a call is received. This provides agents with instant access to real-time account

information and interaction history as soon as a call is connected, enabling personalized engagements and more efficient service.

Leverage Zultys integration software to simplify and automate the flow of data between your MX system and third-party applications.



## ZULTYS FLEX

Zultys Flex is an easy-to-use tool that displays a screen pop with a caller's information when a call is received. Flex automatically searches for the caller's name and number on a configured CRM, social network, search engine, or online database, eliminating the need to switch between screens and perform manual data entry.

Flex supports integration with over 20 CRMs, including ConnectWise, HubSpot, Microsoft Dynamics, NetSuite, Pipeline, SugarCRM, and Zoho. Additionally, Flex supports integration with both web-based and desktop applications, providing a versatile solution for your business needs.

Empower your sales team with quick access to accurate and up-to-date customer data and enable them to focus on what matters most — building relationships and closing deals.

### Zultys Flex Requirements:

- Zultys Flex license
- The user's computer is running Microsoft Windows 10 or later
- The MX system is running Release 17.0.10 or later





## ZULTYS FLEX PLUS

Zultys Flex Plus is a new option within Flex that enables screen pops with over 80 CRM systems. Flex Plus also offers enhanced CRM-specific functionality, including the ability to manage multiple matches.

The Flex Plus configuration tool allows the customer's administrator to securely enter CRM credentials. Admins can configure specific actions and customize screen pop layouts based on the CRM.

Flex Plus is designed to grow with your business. It supports scalability, allowing you to easily adapt and integrate new CRM systems as your needs evolve. Stay ahead of the competition and future-proof your sales processes with our flexible integration solutions.

### Zultys Flex Plus Requirements:

- Zultys Flex version 3.0.0.49 or later
- The user must be logged into the CRM
- Each user must have a Zultys Flex Plus software license



	Zultys Flex	Zultys Flex Plus
Screen pop	✗	✗
Screen pop layout customization		✗
Web based application integration	✗	✗
Desktop application integration	✗	✗
CRM specific functionality		✗
CRM credential tool		✗
Data transfer to CRM (Incoming call)		✗

Streamline your operations and elevate your customer experience with Zultys' powerful integration solutions. By seamlessly connecting your Unified Communications platform with leading CRM systems and business applications, you can unlock a wealth of data-driven insights, automate tedious tasks, and empower your team to deliver exceptional service. With Zultys Flex and Flex Plus, you'll have the tools to drive productivity, foster stronger customer relationships, and gain a competitive edge in today's fast-paced business landscape. Invest in Zultys' integration capabilities and future-proof your organization for continued success.



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