



Productive Team Collaboration

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

Available on Any Device

ZAC is available as a browser-based version or an application you can install on your PC. You can use either version depending on your needs or preferences. WebZAC is available with no downloads from any device that supports a web browser; any OS, including tablets and Chromebooks.

Collaborating and communicating locally or remotely has never been easier!

Work Anywhere - Work Everywhere

KEY FEATURES:

- View photos, presence indicator, and notes of all users.
- Get a popup alert based on a coworker's presence to immediately know when they are available (application ZAC only)
- MS Exchange / Outlook integration (application ZAC only)
- Send and receive e-faxes (application ZAC only)
- Screen pops display incoming caller information
- ScreenDial™ lets you call from any webpage, document, or electronic record
- Record calls from any telephone or softphone
- Single log-in for Users, Operators and Contact Center Agents
- Create Call Handling Rules to manage call routing and simultaneous ringing
- MXconnect™ lets you make any phone your business phone
- Share screen and files with coworkers via secure IMs session
- Send and receive SMS messages from ZAC
- Group Chat feature allows multiple employees to quickly and easily share IMs as a group, share files, conveniently initiate audio and video conference calls with all Group members
- [BETA] Multi-party video is available for conference calls and group chat calls
- Collaborate with coworkers by sharing your screen either with individual users or within groups
- Invite contacts outside the organization to join chat sessions as temporary members with all the collaboration tools they need: screen share, file transfer, video, and audio calling
- Take notes during and after a business call with customized Call Attached Data (CAD) questioners. CAD notes are included with a call when it's transferred to other users on the system
- Handle calls through an easy to use interface and utilize intuitive drag-and-drop options to transfer calls
- Full support for Plantronics HUB software (for WebZAC, this depends on the device's audio capabilities)



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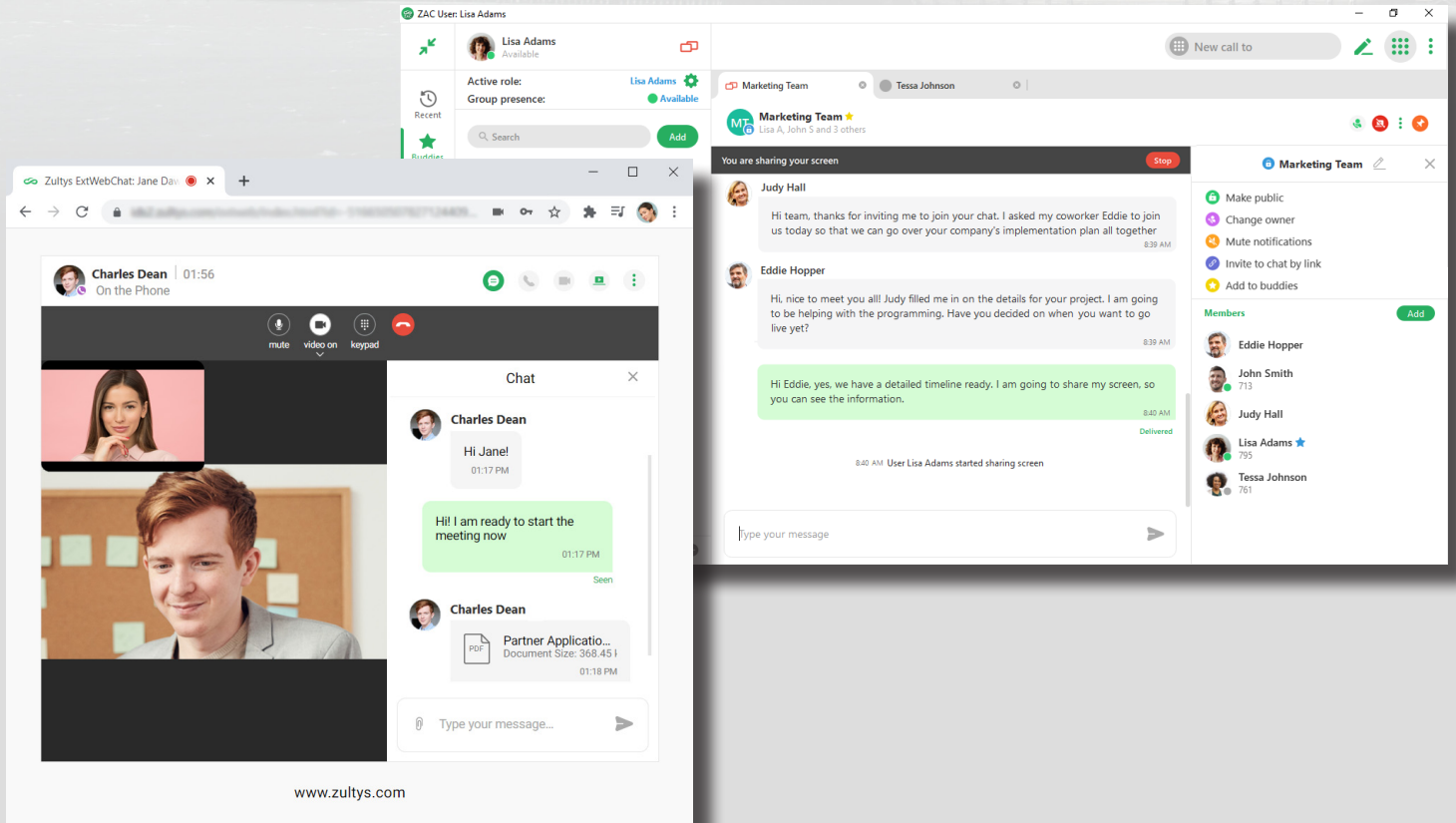
ZAC™

Always Stay Connected with Your Team

ZAC's Group Chat feature is a virtual conference room for collaboration. 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 use WebZAC, ZAC application on their desktop or MX 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 ensure that the entire team sees them. With a simple click, any team member can start a conference call, and employees can freely jump on and off the call at their convenience.

For a more personal experience, add a multi-party video to your next conference call to bring remote coworkers closer. This feature is currently available as part of an early access beta program. Zultys can enable multi-party video for customers on request.



Leap Frog Past Traditional and Cross-Company "Teams" With All the Collaboration Tools You Need to Collaborate with Your Customers

When you need to bring in contacts outside the organization to work together on a project, you don't need to launch a separate application for their benefit. You can temporarily enable their access to your ZAC group or start a new chat session with the contact. You can initiate the process efficiently with a secure password-protected link, and the external contact can use any browser to launch a chat session. They can even share their screen, make audio and video calls, as well as share files. Zultys phone system can be your collaboration hub, not only for internal teams but also for cross-company projects and enriched customer communication.



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 that the message is 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 a complicated menu. The system can even transcribe the message to eliminate the need to listen to it altogether. 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 anywhere straight from the application. 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

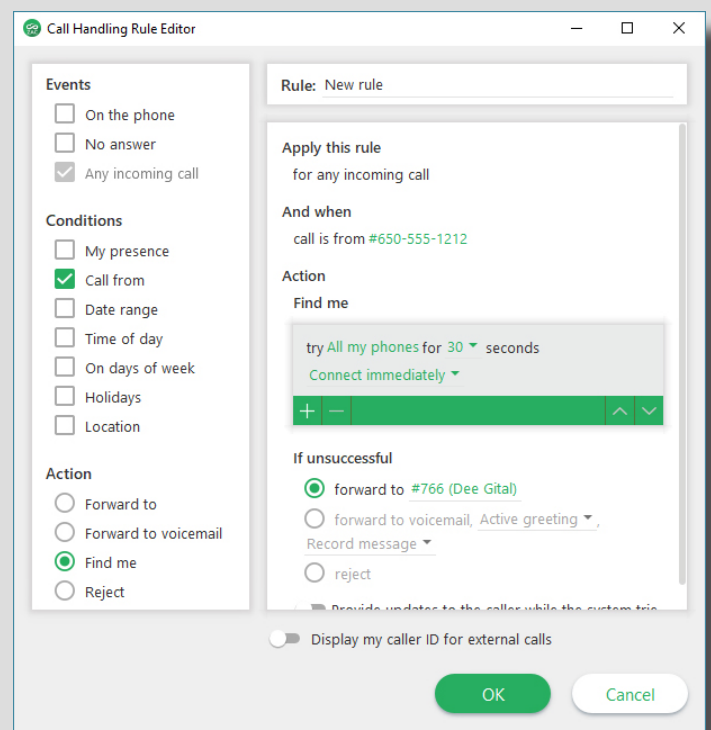
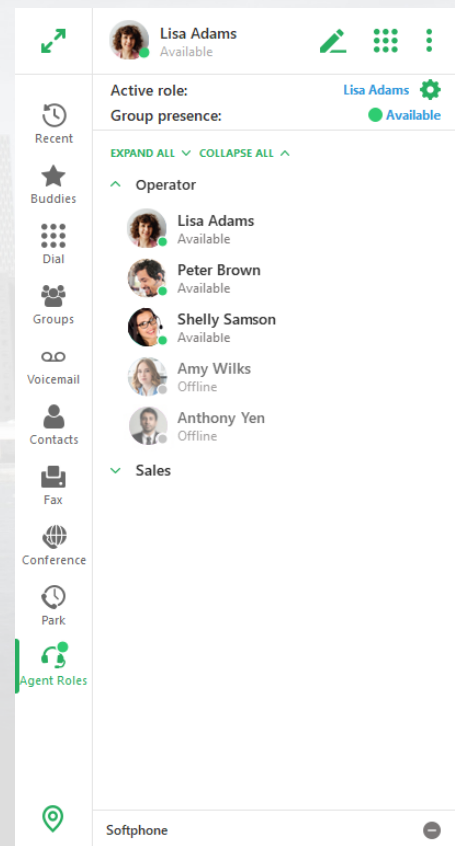
ZAC supports a range of Operator Groups and multiple levels of Agent Roles and lets users log into multiple roles simultaneously. An employee logs into their Agent role to receive calls for the Call Group. Incoming call group calls are easy to distinguish from calls to their user's extension so that 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 on a single screen.

Zultys also supports webchat functionality, allowing your company to keep instant messaging communication between agents and customers in the same application and, more importantly, the same queue as phone calls.

Prioritize Important Calls

With ZAC, employees can configure call handling rules that 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 notify them of an urgent message. Ensure that the callers who really matter will always reach a live person.





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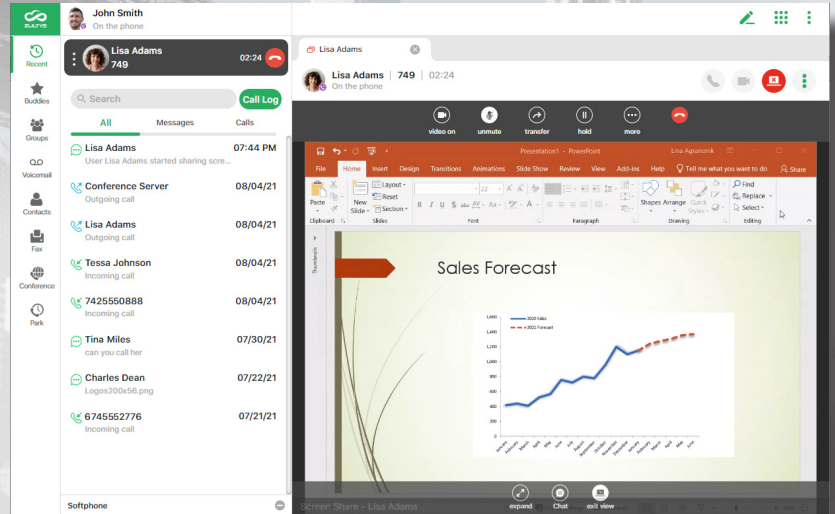
Share Your Files or Your Screen

Are you tired of digging through email threads looking for an attachment file? Don't want to manage a separate application for screen-sharing?

ZAC can do it all! Share files or your screen with coworkers in ZAC through a secure connection 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, 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. And you can share files, send IMs, manage your audio conversation and share a screen with coworkers, all in a single interface.



REQUIREMENTS WEB:

- Google Chrome version 83.0.4103.116
- Mozilla Firefox version 79.0b6
- Microsoft Edge 83.0.478.61
- Safari 13.1.1 (does not support Screenshare & DTMF)
- MX software version 16.0.4. MX release 17.0.2 is recommended for full functionality
- ZAC license for each user
- Security certificate installed on the MX

REQUIREMENTS PC:

- Version – 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 – 200 MB
- MX software version 12.0.7. MX release 17.0.2 is recommended for full functionality
- ZAC license for each user
- Security certificate installed on the MX

REQUIREMENTS MAC:

- Version – OS X v10.13 or higher (64-bit only)
- RAM – 1GB
- Processor – 1GHz Intel Core 2 Duo (64-bit)
- Hard Drive Space – 400 MB
- MX software version 12.0.7. MX release 17.0.2 is recommended for full functionality
- ZAC license for each user
- Security certificate installed on the MX



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