



INTEGRATED CONTACT CENTER



Today's Technology Can Drive Productivity Gains in Your Call Center

Zultys has designed our Integrated Contact Center (ICC) solution to optimize operations and efficiently handle customer calls. The ICC solution comes pre-packaged with features to streamline processes and improve customer service departments of any size and call volume.

ICC is available via a web-based application as well as a desktop application, depending on your needs and preferences. Agents can also answer calls from their mobile devices via the Mobile ZAC application for iOS and Android devices.

ELIMINATE YOUR COMMUNICATIONS BOTTLENECKS WITH AN ENTERPRISE-GRADE CONTACT CENTER

KEY SYSTEM FEATURES:

- Advanced call routing based on real-time activity
- Call recording — full-time and on-demand
- Call Attached Data (CAD) for customizable Agent scripts, wrap up/exit codes, and more
- Optional integration with external CRM and Outlook, workforce management applications, and other third party tools
- Multiple reporting options
- Webchat capabilities
- Multimedia queue — calls, webchats, and callback requests are queued in the order they are received
- Customizable music-on-hold, position in queue, and expected wait time announcements
- Last Agent routing option will send repeat callers to the same Agent that handled their previous call
- Fully integrated fax server
- Wallboard for real-time, web-based ICC group analysis

KEY SUPERVISOR/AGENT FEATURES:

- Chat, instant message, and presence allow Agents to collaborate effectively
- Supervisors can silent monitor, barge-in, and whisper-thru to Agents
- Supervisors can monitor all activity in SuperView™ — real-time call monitoring and statistics for multiple ICC groups in a single window
- Agents can receive calls on their mobile devices with Mobile ZAC for iPhone and Android
- Calls can be assigned to specific Agents
- Agents can be members of multiple ICC groups
- Agent login/logout — initiated by Supervisor or automatically by the system
- Shared ICC group voicemail box with multiple outgoing greeting options, email notifications, and escalation facilities
- ScreenDial™ lets Agents click-to-call numbers directly from any application

Configure Incoming Calls to Fit Your Work Style

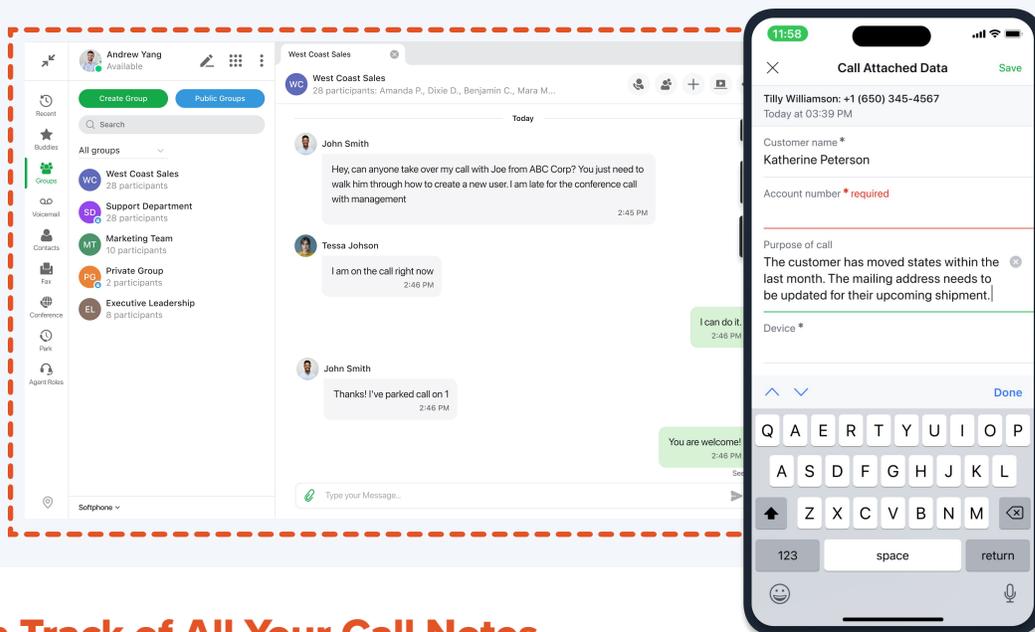
With Zultys' robust and easy-to-manage solution, managers can confidently handle the day-to-day operations of their department without the need to involve the IT department or an external service provider.

Intelligently process incoming calls based on preset rules and real-time conditions. Incoming calls can ring all employees in the department or one person at a time, depending on your desired workflow. An incoming caller can be routed to the best employee to help them based on specific criteria. If a customer calls back within a certain amount of time, their call can be sent to the same Agent who helped them before so they don't have to explain themselves again.

Technology Makes Teamwork Easy

Zultys Advanced Communicator (ZAC) allows employees to manage their corporate communications from an intuitive interface available on PC, Mac, and Linux. Browser-based Web ZAC is available on any device that supports web access, regardless of its operating system. The Integrated Contact Center solution is incorporated into the office phone system. Employees can easily get ahold of their coworkers by sending instant messages, utilizing group chats, and starting audio conferences. They can also quickly view the availability of coworkers from their presence state. All of these features and more are accessed from a single interface with no need to juggle multiple technology vendors to collaborate across teams.

The visual interface makes handling multiple calls a breeze. The integrated fax option makes it easy for all employees in the customer service department to access incoming fax messages and save paper.



Keep Track of All Your Call Notes

While on the phone with customers, Agents can take notes in a special notes pop-up called Call Attached Data (CAD). It can take the form of free-style notes or a pre-set questionnaire. If this call is transferred or the customer calls back later, the notes will pop up again — no need for a frustrated customer to repeat their request. CAD can be edited with updates on the case even long after the call is over.

Chat, Call, and Voicemail in the Same Queue

Zultys' Integrated Contact Center solution includes a web chat feature that allows customers to chat with support through the company website instead of the phone. The system makes sure that an Agent won't be interrupted by chat messages if they are on a call. All incoming customer questions — regardless of whether they are web chat messages or phone calls — are answered in order so no one is left waiting too long.

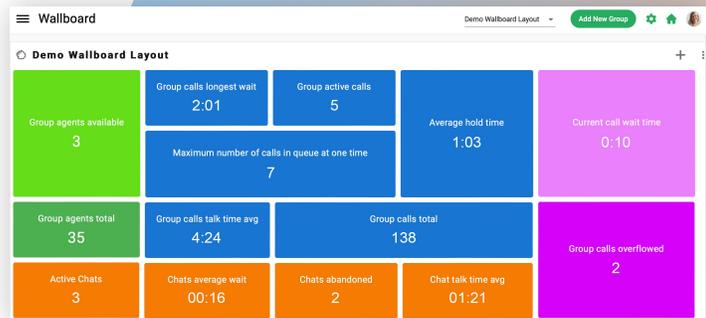
Customers can leave a voicemail that holds their place in line rather than wait on hold for the next Agent to become available. This eliminates frustrating waits for customers and allows them to go on with their day while they wait for an Agent to call them back.

Real-Time View of All Activity

Agents can view a snapshot of real-time call group activity with the web-based wallboard feature. Wallboard can be displayed on a large screen in the middle of a room or viewed from a smartphone or tablet via a web browser. With a web-based application, all agents can see the data regardless of where they are.

Wallboard can show call and Agent data for one or more call groups at the same time. Each user can customize the wallboard to show only the data they want to see. Configure the wallboard to show information in a format that's easiest for Agents to act on. Zultys' wallboard can accommodate any display preferences: customize what data to see, change the order of data fields, and adjust field and text colors and even size. When the user has all the fields showing just as they like, they can save the configuration as a template. If each shift Supervisor wants to set up the wallboard their own special way, it takes only a few seconds to load their personalized template.

Supervisors can add colorful alerts to the wallboard. Quickly grab attention when all Agents are busy or too many calls are in the queue at the same time. Monitor call center activity to ensure that company SLA is being properly met. Agents and Supervisors can spot any potential issues before they grow into major problems.



Call Center Management Made Easy

SuperView™ is a powerful web-based tool that allows the ICC Supervisor to see real-time statistics on multiple departments at the same time. SuperView is accessible through a web browser, which requires no installation.

Supervisors can set up multi-level alerts based on multiple criteria to know immediately when a call group is on the verge of a problem and reallocate people to help on the fly. Managers can oversee the caller queue in the same interface. They can assign calls to a specific support Agent, barge-in, whisper, and silent monitor their employees. For high-priority customers, the Supervisor can move a waiting call or message to a higher position in the queue.

Record and Store All Communications

Automatically record all phone calls and archive the recordings for review at a later time. When taking down sensitive information — like credit card or social security numbers — employees can easily pause the automatic recording to protect their customer’s privacy.

Alternatively, record on-demand. For on-demand recording, press the record button at any time during the call to capture the call from the very beginning. There’s no need to worry about losing an important part of the conversation because an Agent didn’t press the button fast enough.

The archived calls include Call Attached Data notes. All calls, voicemails, faxes, and webchat messages are stored together in Zultys’ MXarchive. Call Recording Viewer, conveniently accessible from a web browser, lets users listen to recordings and save them to any device. This gives the team more flexibility to access valuable information when working remotely or on the road.

Make Working From Anywhere Work for Everyone

Agents and Supervisors can access advanced features like SuperView, Wallboard, and Call Recording Viewer via a web browser from any tablet, smartphone, PC, or Mac computer.

With access to the ZAC UC client and Wi-Fi, employees can communicate with people both inside and outside the company as easily as if they were sitting at a cubicle in the office. Employees on the road can utilize our Mobile ZAC application available on iPhone and Android devices.



 Call Recordings Access and manage automatic call recordings for users and call groups	 SuperView Real-time monitoring of contact center groups, agents and calls	 Wallboard Customizable wallboard that displays real-time contact center performance statistics	 Outbound Dialer Create, manage and execute bulk outbound dialing campaigns	 MX Administrator Configure, manage, and monitor the MX system and resources
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Report and Analyze

You can run reports based on the Integrated Contact Center’s historical data to analyze the business’ productivity and improve operations with Zultys’ MXreport feature. It comes with pre-configured report templates but can also be customized to better fit specific business needs. Make educated decisions based on historical data to save on expenses and optimize workflow.

Easy to Scale

Zultys phone systems are a software-based product that scales to 40,000 users, so all the employees at the enterprise can be joined into a single communication system. With no additional hardware required, you can add new Agents and Supervisors when necessary with the minimum amount of hassle.

