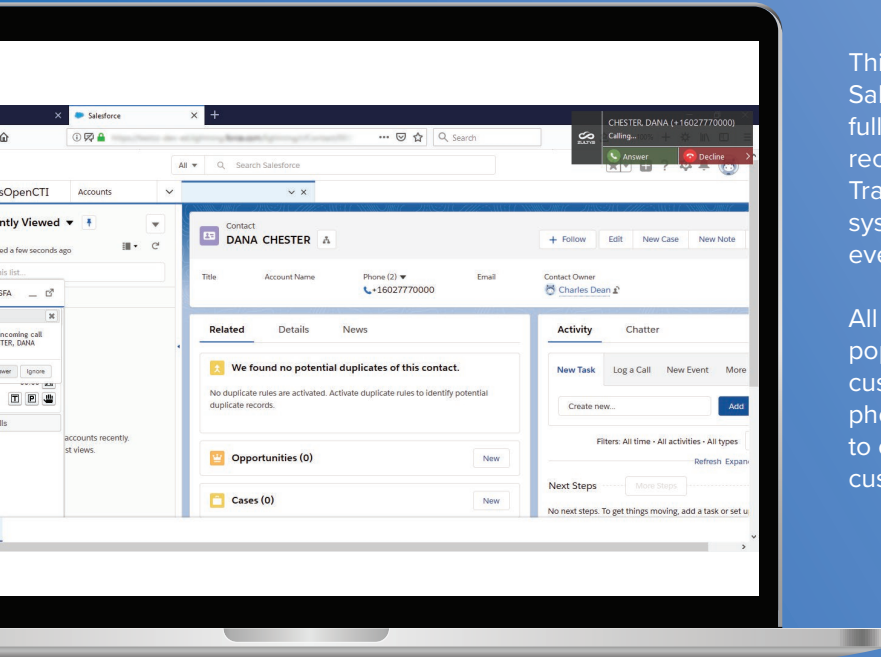


Boost Agent Productivity With Integrated Call Controls Within Salesforce.com



This application integrates your phone system with the Salesforce.com CRM application suite. You can have full call control from within a Salesforce.com contact record. Click-to-dial from the CRM record, Hold, Park, Transfer, as well as see recent call activity. The Zultys system call control panel appears in the sidebar of every Salesforce.com page.

All known account information is displayed in screen pops for inbound calls. Employees can see all customer information as soon as they pick up the phone. Salesforce Communicator makes it convenient to capture call notes that can boost the quality of customer service.

DELIVERING UNIFIED CUSTOMER COMMUNICATIONS

Features:

- Full integration within Salesforce.com Professional, Enterprise and Unlimited Edition customers, and Lightning Ready
- Unifies voice and Salesforce.com services into a single collaborative customer response system
- On-screen call control for simple click-to-dial, call park, and transfer
- Contact records automatically appear with incoming call
- All call activity captured within a call log for effective management reporting

Requirements:

- Zultys Salesforce.com Communicator software
- Zultys MX software Release 11.0 or greater
- Each user must have a Zultys ZAC client software license



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