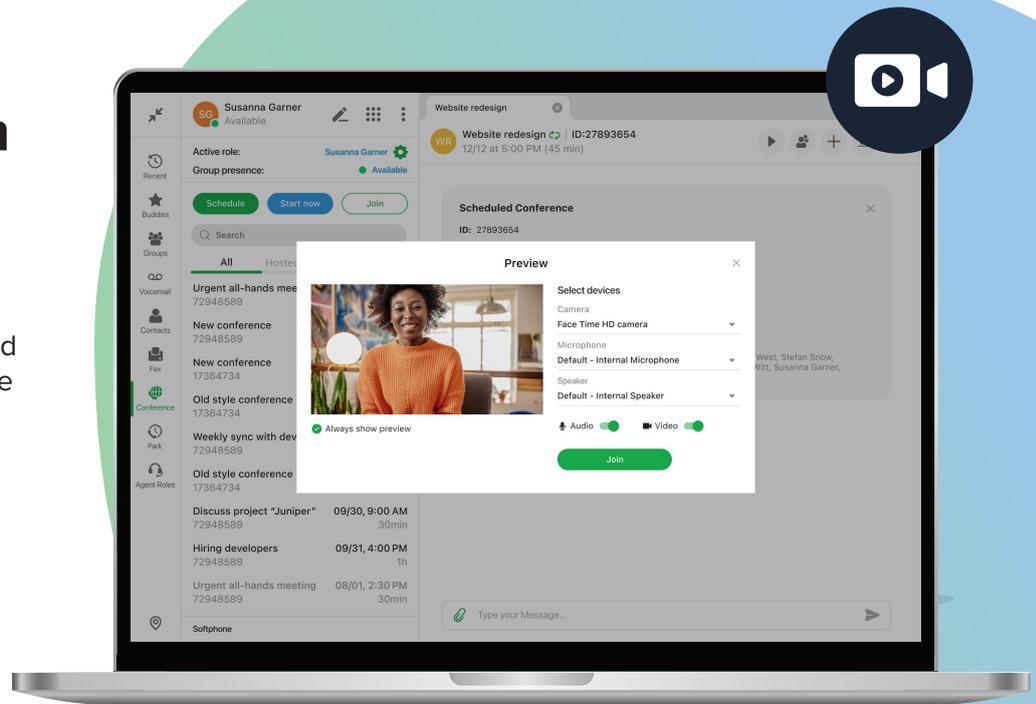


Productive Team Collaboration

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

Available on Any Device



ZAC is accessible through a browser-based client and as a downloadable application for your laptop or desktop computer. You can use either version depending on your needs and preferences. Web ZAC is available with no downloads from any device that supports a web browser and any OS, including tablets and Chromebooks. **Collaborating and communicating locally and remotely has never been easier!**

Unified Communication and Integrated Contact Center

KEY FEATURES:

- Record calls from any telephone or softphone
- "Start now" conference button enables on-demand conferences for internal and external participants, or schedule one-time, recurring, or ongoing conferences with up to 100 participants. Ongoing conferences can be started at any time.
- Pre-conference audio and video preview screen
- Invite internal and external conference attendees to join over email or by sharing a link via a text message. Internal participants can also access conference via "Join Now" button and typing the conference ID.
- View photos, presence indicator, and notes of all users
- Get a pop-up alert based on a coworker's presence to immediately know when they are available (ZAC application only)
- MS Exchange / Outlook integration (ZAC application only)
- Send and receive e-faxes (ZAC application only)
- Screen pops display incoming caller information
- ScreenDial™ lets you call from any webpage, document, or electronic record
- 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
- Robust IM chats allow users to search for messages, forward or reply to the full message or a specific highlighted section of a message
- Send and receive SMS and MMS messages from ZAC
- Floating video window appears whenever a user moves from an active tab during a conference to enhance collaboration
- During a conference, users in softphone mode can select and change their audio devices directly from the call panel
- Group chat feature allows multiple employees to quickly and easily share IMs as a group, share files, and conveniently initiate audio and video conference calls with all group members
- Multi-party video is available for conference calls and group chat calls
- Collaborate with coworkers by sharing files and your screen either with individual users or within groups via secure IM sessions
- 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 (for Web ZAC, this depends on the device's audio capabilities)
- Support for MFA for extra protection against unauthorized access



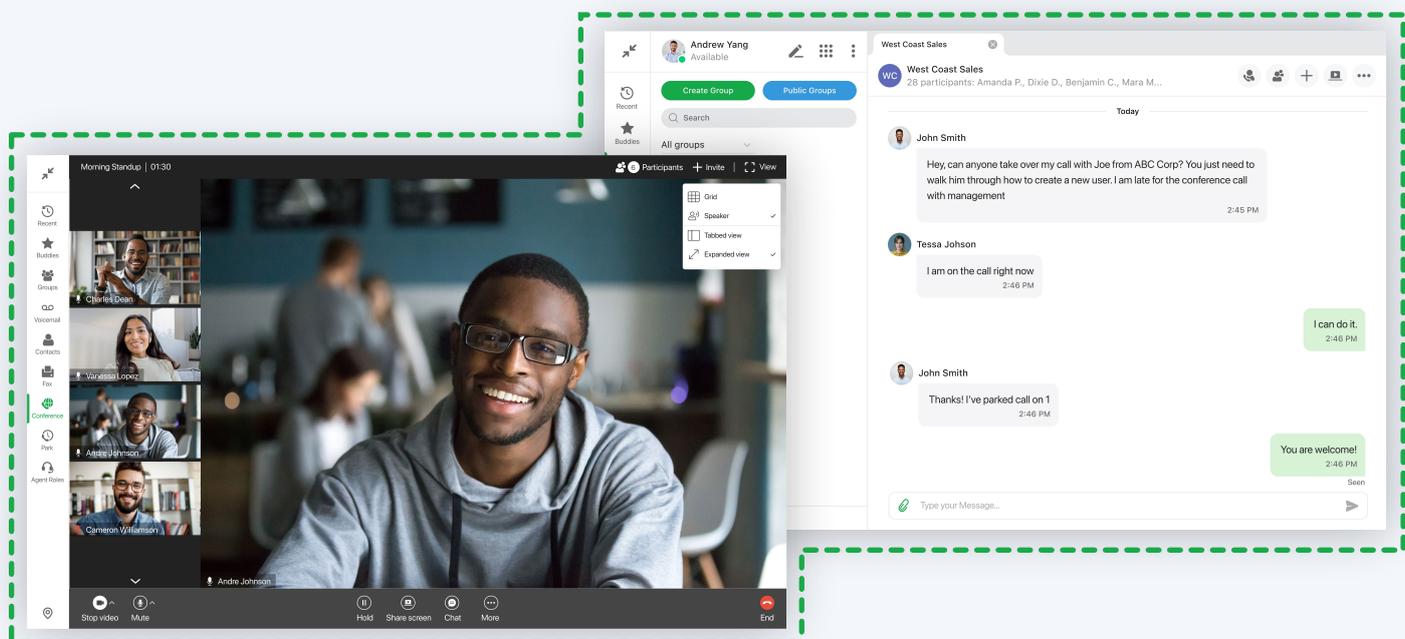
Always Stay Connected With Your Team and Customers

The same features on ZAC desktop are optimized for the mobile application (Mobile ZAC) and for the browser-based client (Web ZAC) to create an uninterrupted experience, allowing users to effortlessly connect with colleagues and external contacts while in the office and on the go.

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, and 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. Our integrated audio and video conference supports up to 100 participants. Attendees can easily toggle between grid view or speaker view for convenience. For larger conferences, participants will be divided between screens with up to 20 participants on the screen.



Leap Frog Past Traditional and Cross-Company “Teams” With All the Collaboration Tools You Need

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, and share files. A 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 voicemail 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 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.

Supervisors and Agents can always see the current presence status and presence note by an agent (for example, "Out to lunch") in the Agent Roles page.

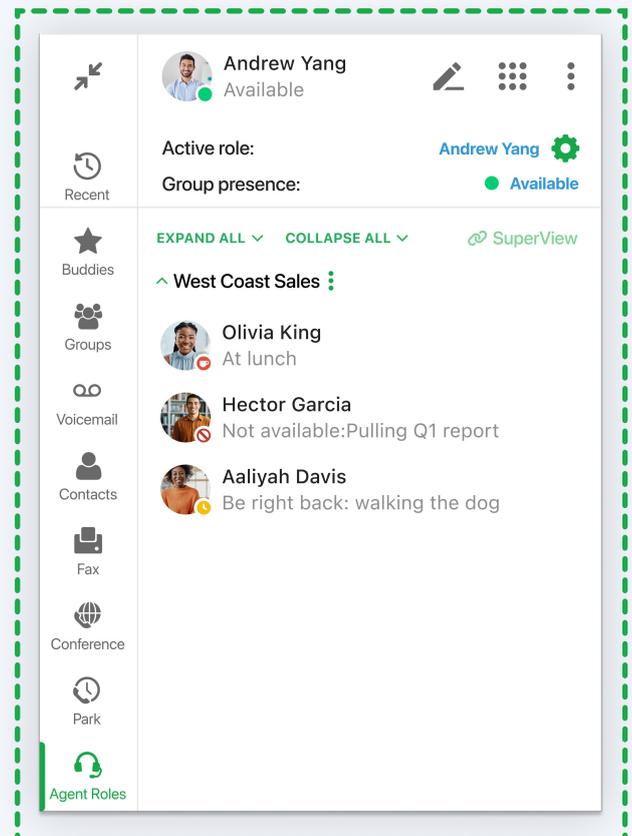
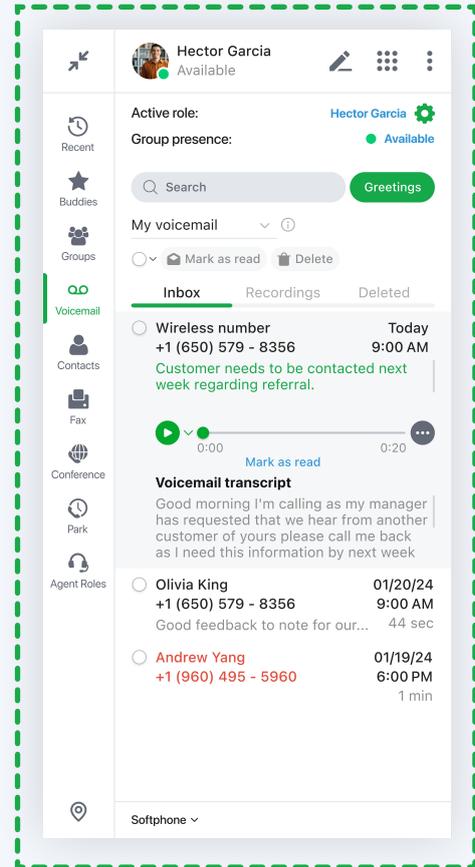
Zultys also supports webchat functionality, allowing your company to keep instant messaging communication between Agents and customers in the same application and, more importantly, the same queue as phone calls.

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.

Users can easily transfer a call by simply dragging and dropping the call session to a speed dial contact.

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.





Share Your Files or Your Screen

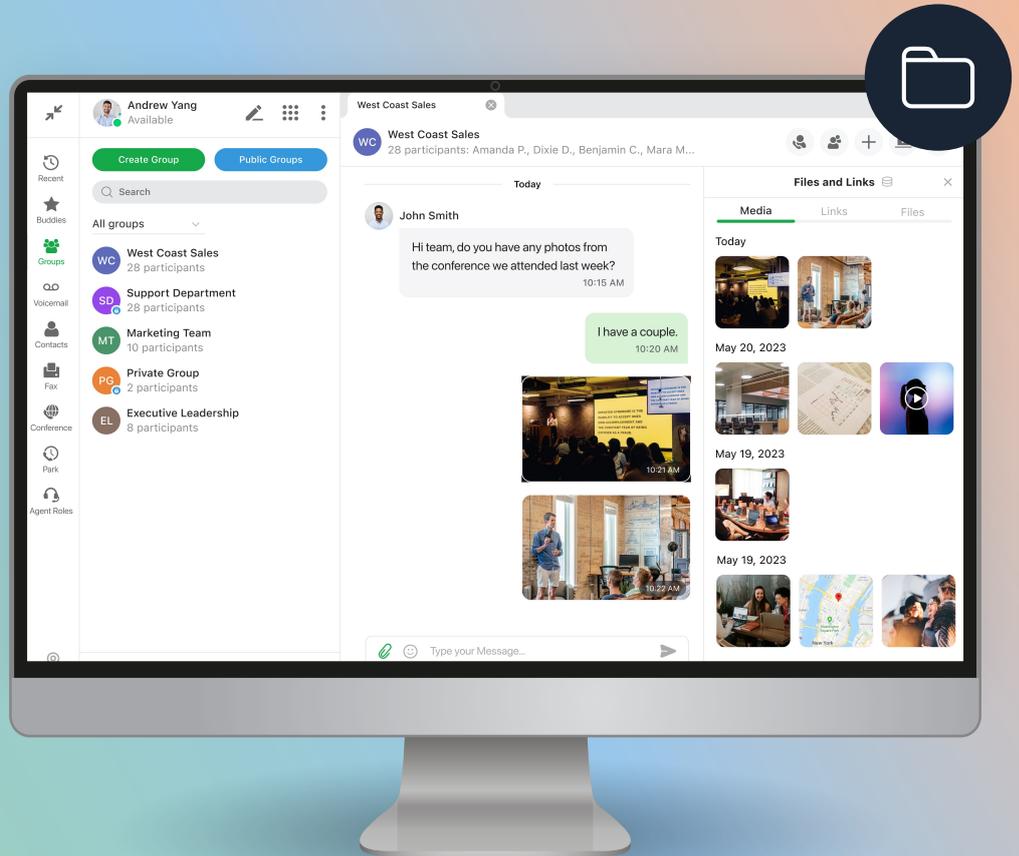
Are you tired of digging through email threads looking for an attachment file? Don't want to manage a separate application for screen-sharing?

ZAC can do it all! Share files or your screen with coworkers in ZAC through a secure connection instead.

Users can easily enter and exit full-screen mode when they are viewing another user's screen share.

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 18.0 is recommended for full functionality
- ZAC license for each user
- Security certificate installed on the MX

REQUIREMENTS PC:

- Version – Windows 10 (64-bit), Window 11 (64-bit only)
- RAM – 256 MB standard
- Processor – 1 GHz minimum
- Hard Drive Space – 200 MB
- MX software version 16.0.4 with Patch 16065. MX release 18.0 is recommended for full functionality
- ZAC license for each user
- Security certificate installed on the MX

REQUIREMENTS MAC:

- Version – OS X v10.14 or higher (64-bit only)
- RAM – 1GB
- Processor – 1GHz Intel Core 2 Duo (64-bit)
- Hard Drive Space – 400 MB
- MX software version 16.0.4 with Patch 16065. MX release 18.0 is recommended for full functionality
- ZAC license for each user
- Security certificate installed on the MX



ZULTYS.COM
785 Lucerne Drive
Sunnyvale, CA 94085
Tel: +1-888-985-8971

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