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# ZULTYS CLOUD SERVICES





## WHY CHOOSE ZULTYS CLOUD SERVICES?

With Zultys Cloud Services, you get a fully-hosted telephone system that is secure and reliable – enterprise-class service without the enterprise-class cost. We put everything in the cloud, so there is less to manage, and it is “future proof” with additional features and functionality immediately available as developed. No more new phone system every five to seven years. This could be the last phone system you’ll ever need!

- **Enterprise Capabilities** – For small businesses, unified communications and contact center functionality is often cost-prohibitive. Not so with Zultys’ powerful feature packages.
- **Scalability** – Virtual systems can expand and grow with your business as needed. You can easily add phones and services as your business expands, up to 10,000 users in multiple locations.
- **Connect Multiple Locations** – If you have multiple locations and want them tied together, or want a premise-based system in some locations and a cloud solution in others- it’s no problem. With Zultys, you get the exact same user experience whether in the cloud or on your premises.
- **Initial Cost Savings** – No large upfront investment by purchasing an office telephone system.
- **Ongoing Cost Savings** – You pay only for services and features on a per-employee basis. Features can be easily added or removed as your business needs change. All software updates are included in the user package cost, allowing you control over your future spending.



- **Work Anywhere** – When your office phone system is virtual, employees can work from home, remote offices, on the road, mobile phones, and even overseas – just as if they were in the office.
- **Presence and IM** – See whether employees are available, in a meeting or out of the office and exchange secure instant messages with colleagues to streamline communications.
- **Business Continuity** – In an event of a natural disaster, you don’t have to worry about flooded server room disabling your office phones. Your phone system will continue operating even if your office is out of power or your internet connection is down. All incoming calls can be automatically forwarded to employees’ cell phones.
- **Reliability** – We maintain multiple redundant data centers supervised and maintained 24/7/365 so your communications infrastructure is protected.

## END POINTS

### ZIP 37G

The ZIP 37G combines a hi-resolution color display and dual Gigabit Ethernet ports in a feature rich IP phone ideal for busy executives and heavy phone users. Functions and contacts may be accessed quickly via 20 programmable soft keys.



### ZIP 36G

The ZIP 36G incorporates a 3.6" graphical display and dual Gigabit Ethernet ports in a feature rich IP phone suitable for the most demanding of users. Functions and contacts may be accessed quickly via 21 programmable soft keys.

### ZIP 33i

The ZIP 33i combines a 3 line display including icons, 6 programmable keys, is an easy to use, cost effective business IP phone. The phone has been designed with ease of use as a priority, incorporating dedicated keys for commonly used functions.



### ZIP 340M

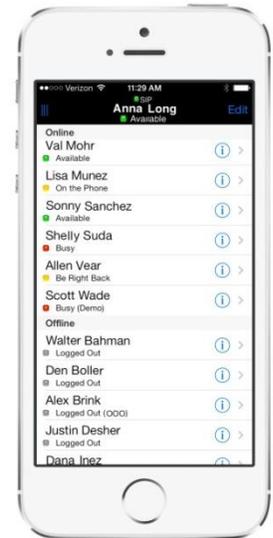
The ZIP 340M's 160x320 pixel graphical backlit LCD display can add up to 38 additional programmable keys to ZIP 36G and ZIP 37G phones. Up to 6 expansion modules can be daisy chained per each phone.



# FEATURES

## Zultys Mobile Communicator for iPhone and Android

Zultys mobility solutions for Unified Communications allow employees to stay in contact no matter where they are. Zultys Mobile Communicator is a real-time presence and communications client for Android and iPhone that delivers a complete Unified Communications experience to mobile workers by integrating them into the corporate Voice and Unified Communications system. Zultys mobility solutions provide critical tools like voice mail access and management, presence, internal extension dialing, corporate directory access, and least cost routing to cut international call costs. Zultys Mobile supports call group functionality, allowing users to make and receive calls for the call group extension from their smart phones.



Included in the Standard User, Premium User and Contact Center User Packages.



## MXIE with Softphone

The intuitive, MXIE (Media Exchange Interface for End Users) is a desktop client application that inte-grates and manages all of your communications functions. It lets you see the presence status of others in your company, send emails, control all your phone calls via desktop phones or a softphone, make high definition video calls, send and receive faxes,

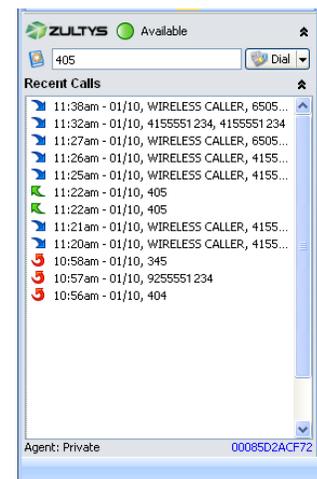
send secure Instant Messages and voice messages, use Voicemail, and much more – all with a single mouse click. MXIE comes pre-packaged with the Softphone feature. Turn the computer into a phone and unclutter employee’s desks. MXvideo features allows for users to make two-party secure video calls between two MXIE users.

Included in the Premium User and Contact Center User Packages.

## Zultys Outlook Communicator

With Zultys Outlook Communicator your Zultys IP phone system can be closely integrated with Microsoft Outlook. Users have full call control and can phone contacts directly from Outlook. This product conveniently synchronizes User’s Presence with Outlook calendar, allowing it to be changed directly from Outlook.

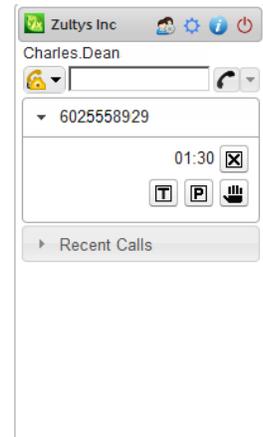
Included in the Premium User and Contact Center User Packages.



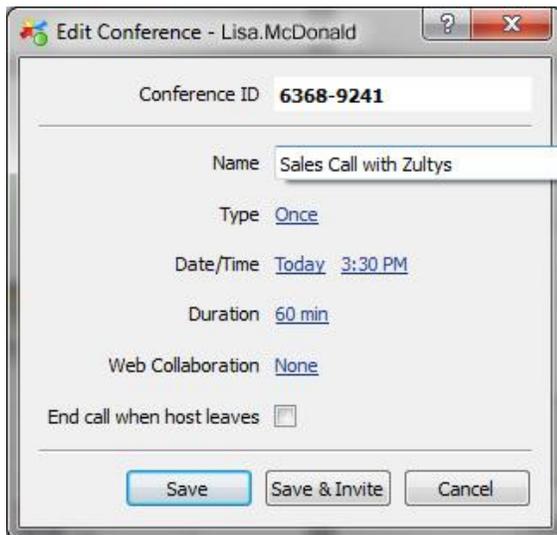
## Zultys Salesforce Communicator

Companies that have Zultys Cloud Services and use Salesforce.com as their customer relationship management (CRM) system can integrate the two systems using Zultys Salesforce Communicator. After a call center agent installs the software, they can make, transfer and disconnect calls from within a Salesforce window and obtain a caller's Contact information in a Salesforce screen display. Additionally, Salesforce automatically logs the call record in its database.

Can be purchased as an additional feature for any user package type.



## MXconference



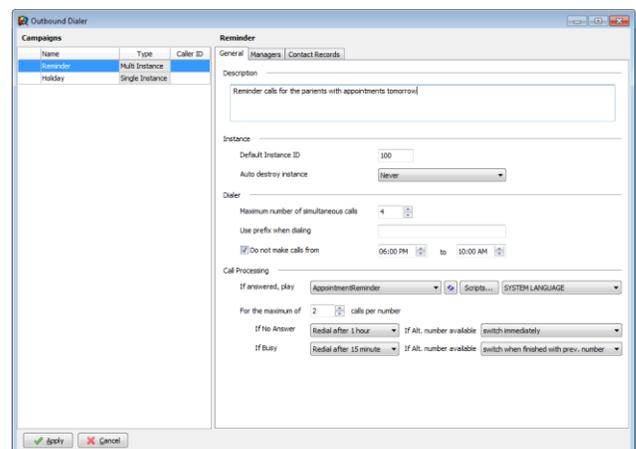
MXconference eliminates the need for costly pay-as-you-go subscription-based conference services. MXconference is fully integrated with the MXIE desktop Unified Communications client, and uses a simple management window to schedule, manage and launch audio conferences through basic point-and-click commands — whether they are “on demand” or planned weeks in advance.

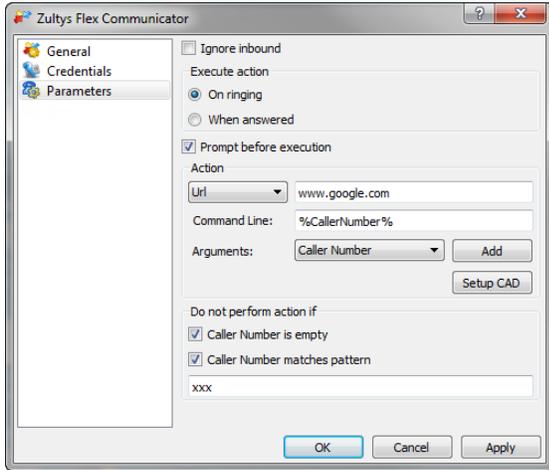
Included in the Premium User and Contact Center User Packages. Additional conference participant licenses available as an additional feature.

## MXoutbound

MXoutbound, a fully integrated outbound dialer solution, offers a flexible and easy-to-manage automated process for reaching out to an organization's customer base. MXoutbound is appropriate for virtually any application that requires automated outbound dialing. The call message may be as simple as a single recorded sentence, or an elaborate customer survey with a series of questions asked based on previous responses.

Can be purchased as an additional feature for any user package type.





## Zultys Flex Communicator

Zultys Flex Communicator simplifies integration with web-based and traditional CRM and line-of-business applications. Zultys Flex Communicator generates screen pops for caller information on receipt of an incoming call and can be compatible with both web-based CRM applications and programs installed on the user's computer.

Can be purchased as an additional feature for any user package type.

## Integrate Contact Center Solution

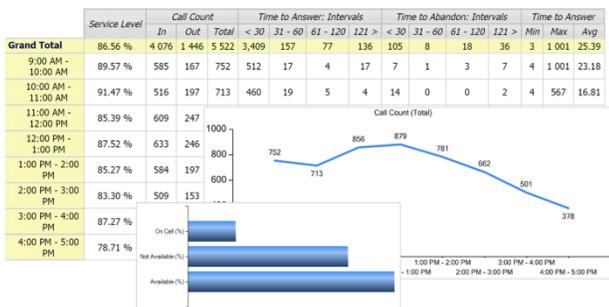
The Zultys Integrated Contact Center (ICC) intelligently processes incoming calls to a group of Supervisors & Agents based on administrator defined rules & real-time conditions. When there are more callers than available agents, ICC will either re-route callers or queue callers with customized in-queue messages and music that may be unique for each ICC group. Agents can be located anywhere in the world, allowing for true flexibility and around the clock coverage, without the need to relocate key talent. Contact Center solution comes prepackaged with the SuperView feature, a real-time call monitoring & statistics for multiple ICC Groups in a single window.

Marketing	Logged in	Available	Active Calls	Calls in queue	Longest wait	Ans calls	Abn calls	Overflow	Voice mail	Out calls	Max wait	Avg wait - All	Avg wait - Answered	Avg wait - Abandoned	Talk time (Avg)	Talk time (Total)	Call back requests	Call backs completed
5	4	1	1	2	2:30	16	26	8	8	4	3:23	0:48	0:54	1:29	1:29	26:14	0	0

Included in the Contact Center User Packages.

## MXreport

MXreport gives users an ability to generate custom reports on call activity. MXreport allows users to generate their own report template as well as create graphs via a drag and drop report builder. Report Scheduler automatically delivers reports via email or to a designated folder every day, week, month, and so on.



Contact Center Edition of MXreport is included in the Contact Center User Packages. CDR Edition of MXreport can be purchased as an additional feature for any user package type.



## ZULTYS CLOUD SERVICES FEATURES

All Zultys Cloud Service Packages include Auto Attendant, Page Groups, Operator, and ACD Groups as a standard feature. Each user includes one (1) hour of voicemail storage and these hours of storage are pooled amongst all users.

Each package type includes the following features:

FEATURES	STANDARD USER	PREMIUM USER	CONTACT CENTER USER
Local Number Porting	•	•	•
Toll Free Number Porting	•	•	•
Operator Group	•	•	•
Hunt Group	•	•	•
ACD Group	•	•	•
Contact Center Call Group			•
Paging Group	•	•	•
Auto Attendant	•	•	•
Voice Mail	•	•	•
Voice Mail to Email	•	•	•
Call Forwarding	•	•	•
Call Attached Data	•	•	•
Advanced Call Routing	•	•	•
Call Queue	•	•	•
Quit Call Queue Options	•	•	•
Music on Hold	•	•	•
In-Queue Announcements	•	•	•
Customizable Call Distribution	•	•	•
Mobile Integration – Zultys Mobile for iPhone/Android	•	•	•
Conferencing - MXconference		•	•
FAX		•	•
Unified Communication Client - MXIE		•	•
Video Calling - MXvideo		•	•
Outlook Integration		•	•
Contact Center Agent Functionality			•
Contact Center Supervisor Functionality			•
Customizable Contact Center Reporting – MXreport – Contact Center Edition			•