



Zultys Brings Microsoft Teams and Zultys Voice Capabilities Together

With Zultys, Microsoft Teams™ users can make and receive customer calls within the Teams interface. Zultys allows you to add features such as complex routing plans, auto-attendant, call handling rules, and more to your Microsoft Teams experience. Our telephony solution also brings an additional redundancy level to your business communications, with our built-in security features for your peace of mind.

Work Anywhere - Work Everywhere



Does Your Team Prefer to Answer Phone Calls From Customers in Microsoft Teams?

Use Zultys integration to add external calling to your Microsoft Teams. Your employees continue making and receiving calls in the native Teams interface they are comfortable using.



Can a Sophisticated Dialing Plan, Call Handling Rules, or Music on Hold Benefit Your Business?

Zultys advanced routing capabilities such as dial plan configuration, in addition to a simple DID, will allow you to route incoming calls to the right person in your organization. Each user can set their own call handling rules to ensure they never miss an important call. Zultys also offers robust music on hold options so that you can play different commercials and messages to clients depending on the department they called.



Client Calls Need to Reach a Multitude of Departments? A Multi-Level Auto Attendant or IVR can Make it Painless

While a simple single-level auto-attendant may suffice for a small business, larger companies with various customer-facing departments flourish when callers can use a well-configured multi-level auto-attendant. You can add IVR to simplify the process for your clients.



Do You Need to Call Employees Without a Microsoft Teams Account?

For some businesses, not all employees require a designated PC, but they still need access to a phone. Zultys makes it easy to mix and match devices. Some users can utilize Microsoft Teams interface for calls, while others can have desk phones at their station. You can place a phone in a conference room and dial to and from this room without worrying about connecting this extension to a specific employee or a user account. Save money, purchase Microsoft Teams licensing only for people who genuinely need it. Teams users and standalone phones without a Teams account can be part of a hunt group; they can also be reached via phone call by customers.

For your office receptionist, Zultys has side-car consoles available that you can add to their phone. You can program the console with hundreds of extensions for employees and call groups.



If You Need More From Your Business Communications Beyond Microsoft Teams™ Features, You Can Use Advanced Zultys Features in Parallel with Microsoft Teams.



Want to Save Money and Eliminate the Fax Machine?

Zultys supports e-faxing with minimum setup. Users can send and receive e-faxes digitally through the ZAC client, so employees without access to a physical fax machine don't need to worry.



Would On-Demand DVR-style Call Recording Help Your Team?

Zultys' on-demand call recording feature allows users to start a recording at any time of the call and still capture the entire conversation from the beginning.



Have You Considered Using SMS Messages as a Convenient Method of Communications?

If your business needs a reliable way to communicate with clients, Zultys offers SMS functionality from ZAC. Your employees can chat with their customers over texts without using a personal device and using their business phone number for caller ID.



Would Call Groups and Call Queues Improve Your Company's Operations?

If you want to add some of your employees to call groups, you can use the Zultys Call Group feature. Log into Call Group role from ZAC and start receiving Group calls in Microsoft Teams. Zultys' ICC capabilities allow you to configure how the system distributes incoming calls when there are not enough agents available. Send callers into a queue with customizable announcements. With the use of Zultys SuperView interface—available via any device that supports a web browser—Call Group supervisor can see all activity, manage calls in queue, and assign them to agents.



How About Comprehensive Call History and Custom Reporting?

Each user's call history is available in their Microsoft Teams interface and includes internal and external callers. If you need to run a report on employees' call activity, all Zultys systems come standard with basic reporting features. And if you need to tailor a report to your specific needs, you can use our MXreport software.



Want CRM Integration for the Next Level of Productivity?

Zultys can integrate with various CRM systems. You can configure your system to generate a screen pop that links to the customer's record on an incoming call.

REQUIREMENTS:

- Valid license for Microsoft Office 365™ that includes Microsoft Teams and Microsoft Phone System license or Common Area Phone User license add-ons
- Zultys MX software Release 16.0.4 or later
- Either Standard, Premium, or ICC Teams User Bundle per each user from Zultys
- ZAC required for additional functionality like fax, call group, SMS
- Teams Integration License per user (included in Teams User Bundle price on Zultys Cloud Services)
- MXreport required for customized report capabilities
- Additional software licenses required for CRM integration and Call Recording



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