INTEGRATED
CONTACT CENTER

ZULTYS
INNOVATE | COMMUNICATE | COLLABORATE

Does Your Contact Center Technology Keep Up With Your Customers' Demand?

Negative reviews from customers waiting hours on the phone can destroy your brand image. Your business needs two things to succeed at customer service: a team of capable employees and the tools that help them succeed. Does your technology support the volume of calls to your business? Are you optimizing your employees' time for best productivity?

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 operations and improve management of a customer service department of any size and call volume.

Are you ready to see what Zultys can do for your business?

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 & Outlook, workforce management applications, and other 3rd 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 & 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 ICC group analysis

KEY SUPERVISOR/AGENT FEATURES:

- Chat, Instant Message & Presence allows agents to collaborate effectively
- Supervisors can Silent Monitor, Barge in & Whisper-thru to Agents
- Supervisors monitor all activity in SuperView™: Real-time call monitoring & statistics for multiple ICC Groups in a single window
- Agents can receive calls on their mobile devices with Zultys Mobile Communicator 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 Voice Mail 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 day-to-day operations of their department without the need to involve the IT department or an external service providers

Intelligently process incoming calls to the agent phone line 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 the work style. 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, his call can be sent to the same agent who helped him before, so he doesn't have to explain himself again.

Technology Makes Teamwork Easy

Zultys' Unified Communication clients, ZAC and MXIE, allow employees to manage their corporate communication from an intuitive interface available on PC, Mac and Linux. The Integrated Contact Center (ICC) solution is incorporated into the office phone system. The employees can easily get a hold of their coworkers: send instant messages, frequent corporate group chats, start audio conferences, and quickly judge the availability of coworkers from their Presence state. All 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. Integrated Fax option makes it easy for all the employees in the customer service department to access the incoming fax messages and save paper.

Never Lose Your Call Notes Again

On the phone with a customer, agents can take notes in a special notes popup, 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.
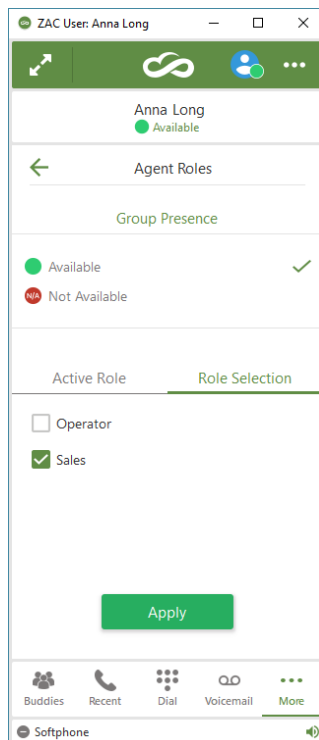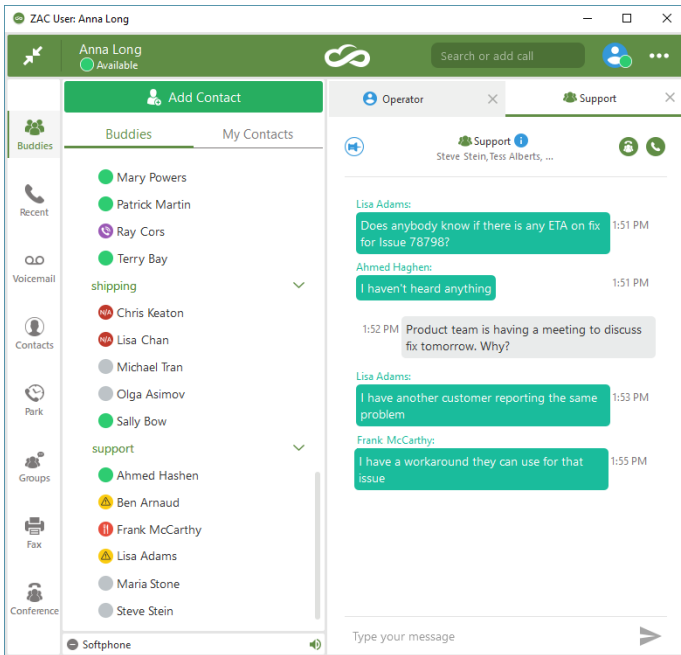
Chat, Call & Voicemails in the Same Queue

Zultys Integrated Contact Center (ICC) solution includes a web chat feature which allows customers to chat with support on the company website instead of calling them. The system makes sure that if an agent is on a call, they he won't be bothered by any chat messages or vice versa. All the incoming customer questions—regardless of whether they are web chat messages or phone calls—are answered in the order they came in and 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 available agent to become available. Eliminate frustrating waits for customers as they go on with their day while they wait for a call center agent to speak to them.

Real-Time View of All Activity

SuperView is a powerful tool, where ICC supervisor sees real-time statistics on multiple departments at the same time. SuperView is accessible through MXIE Unified Communication client or through a web browser, which requiring no installation.

Supervisors can set up multi-level alerts based on multiple criteria and 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, or barge-in, whisper or 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 All Communications Channels

Automatically record all phone calls and archive these recordings for an indefinite amount of 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, pressing the record button at any time during the call will capture the call from the very beginning—so no need to worry about losing an important part of the conversation because an agent didn't press the button fast enough.

The achieved calls include Call Attached Data notes. All calls, voicemails, faxes and web chat messages are stored together in Zultys' MXarchive.

Work Anywhere and Everywhere

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

Report and Analyze

You can run reports based on Integrated Contact Center's historical data to analyze the business' productivity and improve operations with Zultys' MXreport feature. It comes with preconfigured 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 10,000 users, so all the employees at the enterprise can be connected into a single communication system. With no additional hardware required, you can add new agents or supervisors when necessary with minimum amount of hassle. With MXnetwork, a Zultys solution can scale up to 128 locations around the world, with all employees integrated seamlessly.

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