

**Reduce Contact
Center Costs
Enhance Customer
Service
Drive Increased
Sales**

Supercharge Your Contact Center

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.

Via the intuitive MXIE™ client application, Agents may view the status of all member groups, access the call back queue, Instant Message colleagues, change their Presence and view the Presence of others. Additional MXIE capabilities that improve Contact Center efficiency and productivity include Call Recording and Call Attached Data (CAD), which lets agents attach wrap-up notes, exit codes, or other customizable data fields that may be included in scheduled customizable reports using MXreport™.

ICC Supervisors have access to even more features including escalating calls in the queue, assigning calls to be answered by specific Agents, real-time Agent monitoring and coaching with the ability to Whisper-thru, Barge-in & Silent Monitor active Agent calls. Superview™ provides all Supervisors with a snap shot of real-time Contact Center statistics in a single window.

Zultys ICC is enabled by a software license and runs directly on the MX30 or MX250. This eliminates the need for additional servers to be purchased and maintained. Whether your company has a handful of agents in a support group or every employee is an agent in a contact center across multiple locations, the Integrated Contact Center solution from Zultys can scale to meet your requirements and supercharge your call center.

Key System Features

- Support for up to 240 concurrent callers at each location
- Advanced Call Routing based on real-time ICC activity
- No additional hardware – one simple license for Agent or Supervisor
- Call Recording - full-time and on-demand
- Superview™: Real-time call monitoring & statistics for multiple ICC Groups in a single window
- Fully customizable Wallboard for real-time ICC group analysis
- Customizable music-on-hold & in-queue messages by ICC Group
- Position in queue & expected wait time announcements
- Caller Quit Queue options with Call Back Queuing
- Call Attached Data (CAD) for customizable Agent Scripts, wrap up/ exit codes, and more
- Optional integration with Salesforce.com, MS Outlook and other applications
- Multiple Reporting options – CDR Reporting, MXreport CDR, and MXreport Contact Center Edition
- Fully integrated fax server option available

Key Supervisor / Agent Features

- Chat, Instant Message & Presence
- Supervisors may Silent Monitor, Barge in, & Whisper-thru to Agents
- Calls can be assigned to specific Agents
- Agents can be members of multiple ICC groups
- MXconnect™ allows Supervisors & Agents to work from any phone – home or office – no VPN required
- Call Notification pop up allowing Agents to stay focused on their primary application
- Agent login/logout - initiated by Supervisor or automatically by MX
- 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

Easy Configuration and Management

Configuring and managing the contact center, be it for a single site or across multiple locations, is simple. All aspects of the system are managed from MX Administrator, the same graphical interface used to maintain all aspects of Zultys' all-in-one unified communication solution.

As the contact center is fully integrated into the MX system, there is no need to deploy additional servers or hardware. The ICC feature set is built into every MX30 and MX250 system and is easily enabled via license. Licensing is based on the number of concurrent agents/supervisors with no extra cost associated with the supervisor role compared to the agent role, system administrators simply specify who has supervisor rights.

Contact center supervisors may be assigned rights by the system administrator to access and modify only aspects of the system relevant to the ICC groups they manage. Supervisors may confidently undertake all day to day management tasks for the contact center in real-time without needing to involve the IT department or external service providers.

The industry leading architecture of the Zultys UC solution allows a new Integrated Contact Center group to be provisioned in minutes rather than hours or days.

Call To	Request Time	Next Dial Attempt	Last Dial Attempt	Last Result	Made By
1 3984441256	10 Apr 6:24:35 PM		13 Apr 7:56:40 AM	Answering machine	Hannah Poulton
2 7711229482	13 Apr 10:03:25 AM		13 Apr 8:54:09 AM	No answer	Bonnie Hopkins
3 3987081471	13 Apr 9:22:09 AM	13 Apr 11:33:59 AM	13 Apr 10:33:59 AM	Busy	Dana Thomas
4 398543952	13 Apr 8:54:09 AM	13 Apr 11:45:33 AM	13 Apr 10:45:33 AM	Busy	Bonnie Hopkins

Agents

Agents use the MXIE Unified Communications client; this OS-independent software is compatible with Windows, Mac and Linux and supports twenty (20) languages and dialects.

Agents have two statuses within the system: User and ICC-specific Agent status. The latter are used to indicate whether an agent is available, on call, in wrap-up, or not available as pertaining to the contact center. Agents can send instant messages to other agents or supervisors. Agents may also make outbound calls under their non-Agent daily user MXIE roles, ensuring that private or unrelated calls are not included in the contact center statistics/reporting.

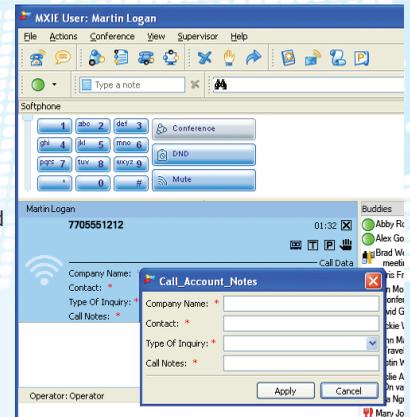
Supervisors

Through ICC real-time monitors, Supervisors have access to view and manipulate Agent and call queue activity. Calls in queue may be prioritized, assigned to be answered by specific agents, routed to other system extensions / resources or sent to voice mail. Supervisors also have the ability to log Agents in/out as well as barge-in, silent monitor, or whisper-thru to an Agent while on an active ICC call. Overall Group and Agent performance and statistics can be established with Supervisor real-time monitors.

Call Attached Data

Call Attached Data (CAD) is an incredibly useful feature that allows agents and supervisors to enter critical information and other notes into a pop-up window which is then attached to the log of the call.

Specific data fields can be configured using the CAD Set-up tool in MX Administrator, allowing companies to create questions, content and notes fields for the pop-up window. CAD notes are attached to each unique call and will follow a call through the queue and call transfer processes, so agents and operators will be able to access them at every step of the way.



CAD information can be edited after the call has ended to permit more detailed post-call processing and additional follow-up actions. CAD information is also attached to every call log file, allowing agents to have a record of all related notes and other user-specific information. CAD can boost your contact center's operations and ensure that all calls get the attention they require.

Queue Management

The MX Administrator interface can be used to configure the Integrated Contact Center for queue overflow, based on time or number of customers in the queue. For example, if the average wait time of customers in the queue becomes greater than a set number of minutes, then the system can automatically send the caller to Voice Mail, an operator, another extension, an external phone number or another queue. The same can be done if a set number of callers enter a queue. In essence, precise algorithms of call overflow can be designed to handle busy queues.

Custom in-queue messages played to callers while waiting to be serviced by an Agent may use audio imported via .wav files, included system prompts or created via text-to-speech. These messages can be unique for each queue. In addition each queue may have a unique music on hold playlist defined. You may provide in-queue callers the option to leave the queue to route elsewhere in the system including leaving a voice mail or creating a call back request. When a Call Back Queue is enabled and a caller makes this selection, the system will confirm the caller ID to call back and allow the caller to input a different number.

Both Supervisors and Agents have access to view callers in-queue and Call Back Queue via ICC's real-time queue monitors. Furthermore, Supervisors have the ability to move a call to the top of a queue, pull a call from anywhere in-queue and answer it, assign a call to a specific agent, transfer a call out of a queue, or direct a call in queue to the group voice mail box – all in real-time.

Wait Time	Caller ID	Assigned To
06:45	3982124301	Charlie Smith
03:25	5652229880	Gina Rollins
02:23	7767899421	Lindy Baker
01:43	2592695411	Charlie Smith
01:14	3960229487	Lindy Baker
00:44	3660922448	Cheyli Jones

Marketing																			
Total agents		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

Agent	User Presence	Agent Status	Time	Call State	Dir	Calls Ans	Calls Out	Calls Total	Avg Talk	Total Talk	Total Hold
Abby Ad...	Available	Available	4:28			0	0	0	0:00	0:00	0:00
Alice One	Available	Active	2:00	On Hold	In	13	2	15	1:30	22:30	1:50
Bob Two	Available	Active	1:46	Ringing	In	3	2	5	0:45	3:44	2:51
Carol Th...	At Lunch	Not Avail...	45:10			0	0	0	0:00	0:00	0:00
Eddie Fo...	Logged Out	---				0	0	0	0:00	0:00	0:00

Sales																			
Total agents		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		1	1	0	0	0:00	2	8	2	2	0	3:23	0:00	1:10	1:03	0:56	1:56	0	0

Accounting																			
Total agents		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		1	1	0	0	0:00	2	8	2	2	0	3:23	0:00	1:10	1:03	0:56	1:56	0	0

SuperView - Real-Time Statistics

Zultys Integrated Contact Center collects and collates contact center statistics including current agent status, the length of time spent in said status, the number of calls currently in queue as well as average and max wait times for these calls, the statistics on all answered and abandoned calls including the length of time the caller spent waiting before abandoning the call, and even call-back requests and completion are tracked by the system. While using Zultys SuperView™, Supervisors can see an inclusive real-time report on the status of all agents and calls in a single window while maintaining the ability to make calls without switching screens. The statistical information can then be used for labor optimization as well as better management thanks to up-to-date knowledge of each agent's availability.

SuperView allows supervisors to set up notifications to alert when service-levels or thresholds have been exceeded, whether it's a queue overflow or scarcity of available agents, when a preset condition is met, a pop up window will appear on screen to warn the supervisor that the situation might require direct action. There are two colors for alerts, yellow and red, allowing supervisors to set varying levels of emergency. The problem field will be highlighted in the color matching the alert to quickly draw attention.

Call Recording

Call recording is included with ICC and can be configured for full time and/or on-demand*. With the proper rights, Agents and/or Supervisors using MXIE can initiate call recording at any time during a call for quality control and follow-up purposes. When an on-demand call recording is initiated, Zultys' unique Call Recording technology will include the entire conversation regardless of when the Supervisor or Agent initiates the call record during the conversation.

Fax Server

A fully integrated Fax Server option is available to provide paperless sending and receiving of faxes. Incoming faxes are routed directly to the relevant call group to be acted on by an available Agent, they may also be automatically forwarded via email.

*MX30 supports on demand call recording only

MXarchive - Archive all communications

The MXarchive option facilitates the automatic archiving of call recordings, voice mails, faxes, instant message conversations and call detail records to an external database. Managers query the database via the intuitive MXarchive Viewer application to quickly locate records of interest. Using Call Attached Data (CAD) call information may be cross referenced between business applications such as CRM and the MXarchive database.

Wallboard

The wallboard feature allows supervisors to display information about the operation and current status of the contact center to the agents. The format of the wallboard is customizable and can be distributed for viewing on each agent's computer screen or shown on an overhead LCD or a data projector. The wallboard uses Microsoft Excel and includes warnings and alerts, both visual and audible, which will be initiated when previously configured thresholds are exceeded.

The ICC software uses your pre-installed Microsoft Excel to pull data from the Zultys MX250 or MX30 IP phone systems for a specific ICC groups. This spreadsheet is referenced by MXIE and brought up as a wallboard display. Using Excel allows administrators to select the data that is displayed and customize the appearance of the wallboard. Changes to the format of the information displayed on the wallboard may be made at any time.

Campaign: Two for One (Celltime Wireless)						
Calls in Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
25	35	2.3	9.6	1089	103	

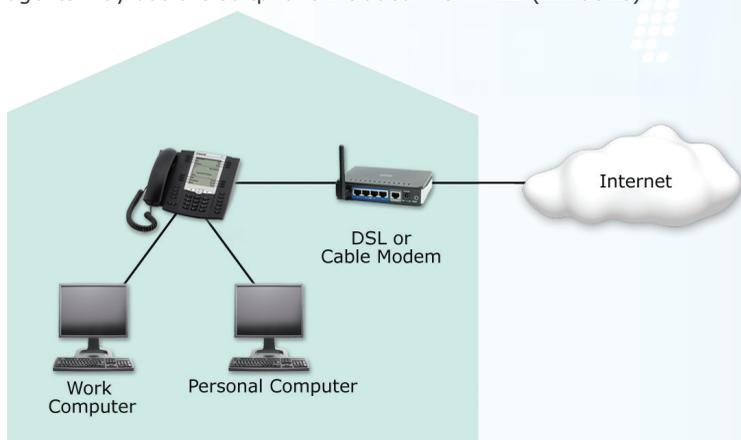
Campaign: Tell-a-Friend (SureGo DSL)						
Calls in Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
37	51	5.6	15.3	956	56	

Campaign: Mercury Coupon (GoFast Web Hosting)						
Calls in Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
13	46	1.2	5.8	465	15	

Sample Wallboard created in Excel

Remote Agents

Agents can be located anywhere around the globe and function seamlessly as part of an ICC group by leveraging the benefits of the MXnetwork™ feature of the Zultys IP communications system. MXnetwork connects Zultys IP Phone systems into a highly survivable peer-to-peer network to provide organization-wide Unified Communications and ICC services to as many as 128 locations, supporting thousands of users. The Zultys MXconnect™ feature lets an agent use any phone in conjunction with the MXIE system – a SIP phone, analog phone or even a mobile phone – without requiring a VPN connection. With MXconnect, full functionality of Zultys' unified communications system is securely extended to remote agents no matter where they are located. All that is required is a computer running the MXIE software and a phone. Alternatively agents may use the softphone included with MXIE (Windows).



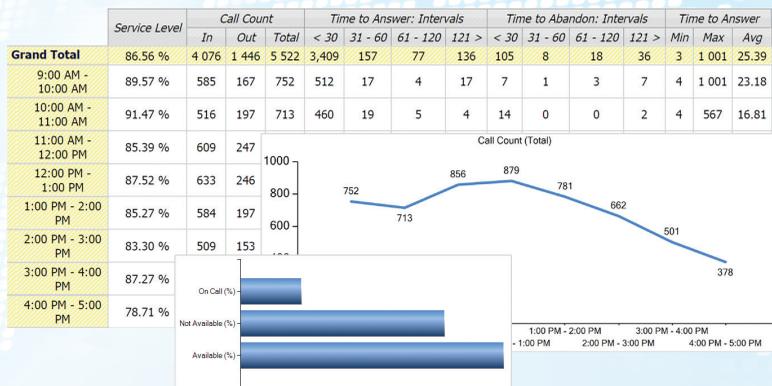
Larger Contact Centers

Whether your contact center is part of a stand-alone MX30/MX250 or part of a multi-site MXnetwork, ICC can be enabled on your system by simply adding a license. This provides the capability for any combination of ICC's with Agents all in one building or scattered across up to 128 locations. Each location in an MXnetwork configuration can support up to 240 active calls. We provide options for both local system redundancy as well as site survivability.

CDR Reports & MXreport

Zultys offers multiple reporting options to meet each organization's reporting requirements. Supervisors can obtain historical reports on the groups that indicate abandoned calls, call back reports, ICC group performance, presence reports, and agent activity records. This information allows supervisors to plan and make decisions on how to improve their contact centers.

Included with ICC is CDR Reporting which provides thirty-eight (38) pre-configured reporting templates. The information is pulled from the Structured Query Language (SQL) database on the MX30 or MX250 and can be exported to several formats for further manipulation.



MXreport is an optional reporting package that is available in CDR and Contact Center versions. With MXreport, ICC managers can configure a customized reporting template via an intuitive drag & drop interface. With MXreport Contact Center Edition, Supervisor-defined service-levels can be included and measured relative to ICC activity. Once your report is completed, you may schedule to have the report generated daily, weekly, monthly in multiple formats and stored on a local or network drive as well as emailed to specific parties.

Integration with Workforce Management, CRM, IVR & TTS

The Zultys MX platform is built on Open Standards including SIP, MySQL, VXML, CSTA, TAPI, SYSLOG providing the ability to integrate ICC with Salesforce.com, MS Outlook and other 3rd party applications.

Using Microsoft Telephony Application Programming Interface (TAPI), MXIE Users can click-to-call directly from popular Customer Relationship Management (CRM) programs, including Microsoft Outlook or, using the ScreenDial™ feature, from any other document. ScreenDial lets users call from any application, allowing them to conveniently dial directly from a CRM, an Electronic Medical Record (EMR), a Word or Excel document, or a website.

Whether your organization is in the Public or Private Sector Zultys' feature-rich Unified Communications solution can supercharge your Contact Center making it more productive, and efficient while improving your customer support.

The True All-In-One Contact Center