Solicitation No: CRFP   1500   AGO2400000001
RFP Description: CLOUD BASED TELEPHONY SYSTEM
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E-Signature:
Date: 8/10/2023

5.3.3. Table of Contents:

Attachments:

1. ZULTYS CLOUD SERVICES PROPOSAL
2. ATTACHMENT C - PRICING PAGE (M0497526xCECC6) Telephony System

ZULTYS CLOUD SERVICES PROPOSAL

Presented to:

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Contact Email: **sales@amaztechnology.com**

Date: **8/7/2023**

Quote Valid through: **11/5/2023**

ZULTYS

Zultys Cloud Services at a Glance

Zultys delivers an easy-to-use, secure, and reliable platform designed to streamline all forms of communications and increase productivity for any size business. With Zultys, users can control all forms of communications in a single user interface. This architecture allows users to seamlessly handle all types of customer communications in one easy-to-use platform.

Zultys Advantages

Zultys Cloud Support Button – Every phone has a button that enables users to call Zultys support with a less than 16 second average hold time.

One-Touch Record – Press a record button on a physical phone, inside ZAC (Zultys Advanced Communicator), or with MX Mobile on your iPhone or Android device. The recording starts from the beginning of a call with the simple press or click of a record button during an active call.

Call Attach Data – Take notes during and after a business call with customized Call Attached Data (CAD) fields. CAD fields are included with a call when transferred to other users on the system. Acknowledging why someone is calling helps improve the customer experience. Run reports on any CAD fields using MX reports.

Flexibility of Deployment – Zultys Advanced Communicator is both client and browser-based, utilizing Web RTC technology, allowing your customer to have a choice.

Screen Share and Video – Easily share your screen or start video with the click of a button. Allow your organization to collaborate with other individuals or a group inside your office or invite outside parties. Allow your team to collaborate seamlessly without a subscription or a need to download a separate piece of software.

Most Reliable	World-Class Support
Single secure virtual instance per customer	100% US-based support
SLA 99.999 reliability	Implementation specialist assigned to each account
Geo-redundant data centers	Zultys Support Desk button on every phone
Blended bandwidth for better uptime than most competitors	Webinar training or video training
that use only one underlying carrier	**Robust Scalability**
Mobility application for cell phones for all users to protect	Support 5 to 10,000+ users
against local last mile outages at the customer's site	Add or delete users from a portal to support your business seasonally
	Feature set that continues to grow with current technology demands

You're Protected	Business Critical Integrations
Single secure virtual instance with dedicated login and passwords	Contact sales@zultys.com to ask about your specific CRM/ERP/EMS
Separation of all data from other customers	Zultys allows integration with most software
HIPAA Compliant	Below are a few popular integrations
Kari's Law Compliant	Outlook
Ray Baum's Act Compliant	Microsoft Dynamics
Physically secured data centers	Teams
Encrypted telephone calls	SalesForce
Optional MPLS through customer's carrier	NetSuite
	Sugar
	Sage
	Zoho

FEATURES	STANDARD USER	PREMIUM USER	CONTACT CENTER USER
Hunt Group	•	•	•
ACD Group	•	•	•
Customizable Call Distribution	•	•	•
Paging Group	•	•	•
Auto Attendant	•	•	•
Internal 911 Call Notifications	•	•	•
Voice Mail	•	•	•
Voice Mail Escalations	•	•	•
Voice Mail to Email	•	•	•
Voice Mail Transcription	•	•	•
Call Forwarding	•	•	•
Personal Call Handling Rules	•	•	•
Call Queue	•	•	•
Music on Hold	•	•	•
Queue Announcements – 64 sources	•	•	•
Zultys MX Mobile for iPhone/Android	•	•	•
Basic Reporting - Scheduled	•	•	•
Conferencing – 3 Party	•	•	•
Instant Messaging	•	•	•
Invite Outside Contacts to IM	•	•	•
Presence with Custom Note Field	•	•	•
MXconference	$	•	•
Call Recording	$	$	•
MXreport Call Detail Records	$	$	•
MXreport – Contact Center Edition	$	$	•
SMS Messaging	$	$	$
Outbound Dialer		$	$
Zultys Advanced Communicator		•	•
Binding – Work from anywhere		•	•
Native Softphone		•	•
Call Attached Data		•	•
FAX		•	•
Screensharing		•	•
Invite External Contacts to Group Chats		•	•
File Sharing		•	•
Webchat		•	•
Outlook Integration		•	•
Video		•	•
Contact Center Agent Functionality			•
Contact Center Supervisor Functionality			•
Customizable Wallboard			•

FEATURES

Zultys MX Mobile for iPhone and Android

Zultys mobility solutions for Unified Communications allow employees to stay in contact no matter where they are. MX Mobile 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. MX Mobile supports call group functionality, allowing users to make and receive calls for the call group extension from their smartphones. Users can also share files with coworkers over the application.

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

ZAC Unified Communication Client with Softphone

Zultys' UC client for desktop Zultys Advanced Communicator (ZAC) integrates and manages all of your communications functions. The client lets you see the presence status of others in your company. You can send emails, control all your phone calls via desktop phones or a softphone, send and receive faxes, send secure Instant Messages and voice messages, share your screen, check Voicemail, and much more – all with a single mouse click. ZAC comes prepackaged with the softphone feature. Turn the computer into a phone and unclutter employee's desks.

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 the User's Presence with their 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.

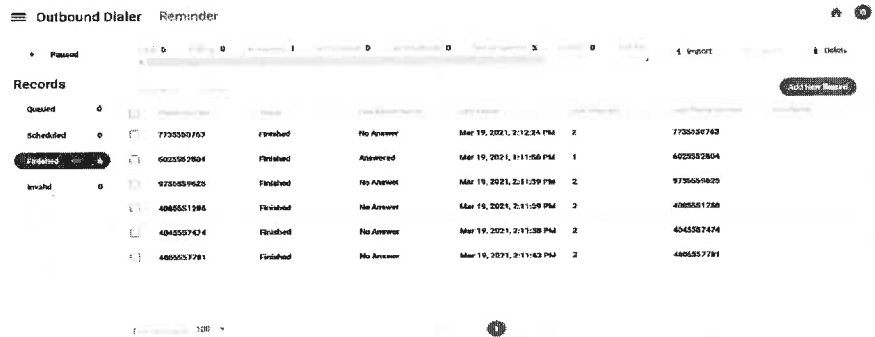Can be purchased as an additional feature for any user package type.
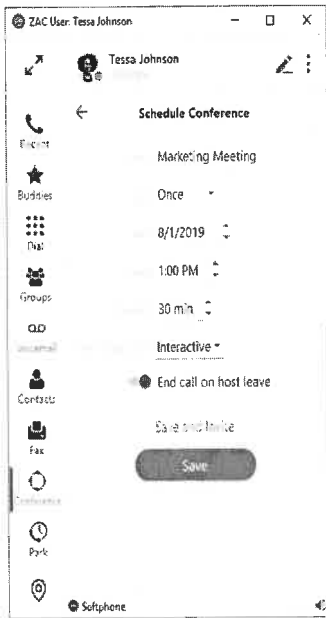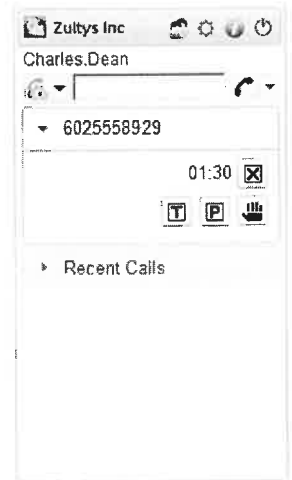
MXconference

MXconference eliminates the need for costly pay-as-you-go subscription-based conference services. MXconference is fully integrated with the ZAC 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 participator 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 automatic outbound dialing. The call message may be as simple as a single recorded sentence or an elaborate customer survey with a series of questions 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. It can be compatible with web-based CRM applications and programs installed on the user's computer.

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

Integrated 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 round-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.

Included in the Contact Center User Packages.
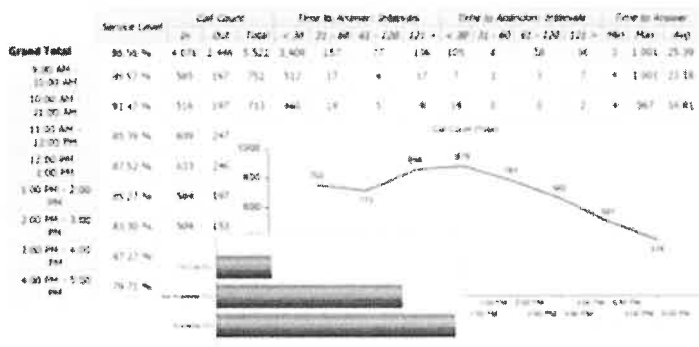
MXreport

MXreport gives users the ability to generate custom reports on-call activity. MXreport allows users to generate their own report template and 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.

END POINTS

ZIP 49GE

The ZIP 49GE Smart Media Phone combines productivity-enhancing visual communications with the Android operating system's flexibility, accessed via a 7-inch touch screen, to deliver an outstanding user experience for business professionals. Functions and contacts may be accessed quickly via 27 programmable soft keys.

ZIP 47GE

The ZIP 47GE 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 27 programmable soft keys.

ZIP 45G

The ZIP 45G incorporates a 3.7" backlit graphical display and dual Gigabit Etherr in a feature-rich IP phone suitable for the most demanding of users. Functions ar contacts may be accessed quickly via 21 programmable soft keys.

ZULTYS

Z 21i

The Z 21i is an easy-to-use, cost-effective business IP phone with a graphical backlit display, dedicated line keys, and Power over Ethernet (PoE) support.

Z 22G

The Z 22G is an easy-to-use, cost-effective, business IP phone with a color display, dedicated line keys, and dual Gigabit Ethernet ports with Power over Ethernet (PoE).

Z 23GE

The Z 23GE combines a color display and dual Gigabit Ethernet ports in a feature-rich IP phone ideal for busy phone users. Functions and contacts may be accessed quickly via 14 programmable soft keys.

ZIP 450M

The ZIP 450M's 4.3" 272x480 pixel color screen can add up to 60 additional programmable keys to ZIP 45G, ZIP 47GE and ZIP 49GE phones. Up to 3 expansion modules can be daisy-chained per each phone.