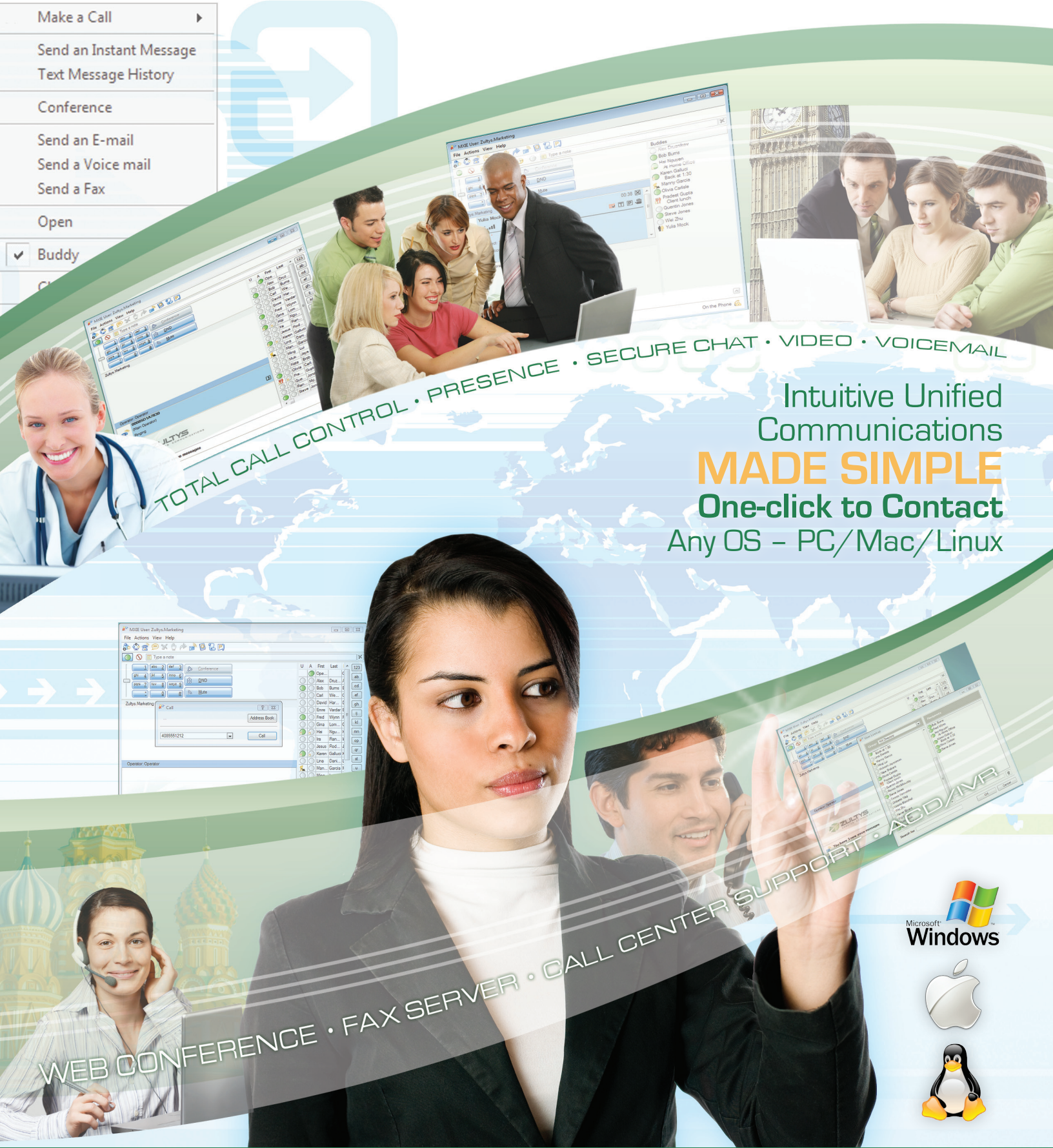
ZULTYS
INNOVATE | COMMUNICATE | COLLABORATE

# MXIE Unified Communications Client

MXIE – The Dashboard to Your Zultys Phone System

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# Control All Your Communications Through One Tool

The intuitive, OS independent, MXIE™ (Media Exchange Interface for End Users) desktop client integrates 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 secure MXvideo™ calls between MXIE users, send and receive faxes, send secure Instant Messages and voice messages, launch a collaborative MXmeeting™ web conference session, and much more – all with a single mouse click.

***That*** is the power of MXIE client. ***That*** is the power of Zultys.

## Make Any Phone Your Phone

The MXIE system controls all your calling functions and lets you call and be contacted at any phone you want through the MXconnect™ feature. MXconnect lets you designate any phone as your business phone – a SIP phone, an analog phone, or even a mobile phone or home office phone, and Twinning lets you easily switch between one phone and the other. You can also use MXIE's internal softphone feature and turn your computer into your phone. You keep all your Unified Communications functions and you can also click to dial any contact in your company directory or Buddy List, record the call, place it on hold, park the call or transfer it with a simple drag-and-drop to contacts in your company directory. The ScreenDial™ feature lets you call from any application, allowing you to conveniently dial numbers right out of a CRM, EMR, a Word or Excel document, or a website.

## Digital Fax & Voicemail Saves You Time

With Zultys your digital fax and voicemail files are easy to sort through using key information such as Caller ID, the date and time of the call, and the length of the call. This allows you to quickly sort through your voicemails and faxes and respond to those that need urgent attention. You can even add an annotation to any voicemail or fax. An alert will also pop up on your screen when a new message arrives.

# MXIE Unified Communications Client

MXIE – The Dashboard to Your Zultys Phone System

## Multi-location Business Owner

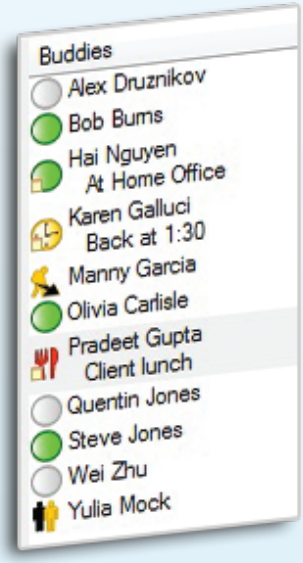
Connect everyone working at any location into your company network and make many locations function as one

## Customer Support

Make your Contact Center your business nerve center with advanced features – whether you have many agents or only one who covers multiple offices

## IT Manager

Lighten your IT load and provision services with ease




## Eliminate the Guessing Game

Presence status lets you know if the person you need to reach is available, and even how they may best be reached – no matter where they are located across your company's system, whether they are right next door or in another city. A user can set their presence status as Available, Unavailable, Busy, At Lunch, In a Meeting or Off Line. When they make a phone call or conference session, the system automatically changes

## Key features:

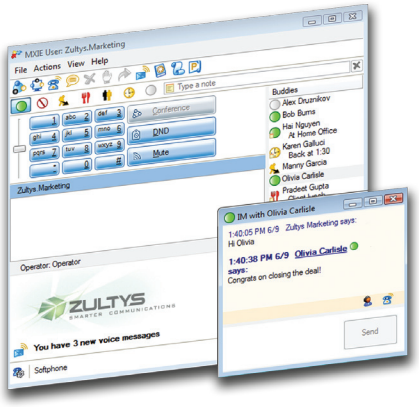
- Start, receive and control calls via mouse, keyboard or telephone
- Built-in softphone*
- MXvideo™ two-party secure video sessions between MXIE users
- MXconnect™ lets you make any phone your business phone
- Find Me/Follow Me to 17 call points
- Twinning - ring desk and mobile
- View presence and presence notes of all users
- Collaborate via secure Instant Messages
- MS Outlook integration (address book, email, dial)
- Buddy lists and speed dial
- Screen pops display incoming caller information
- Voicemail, showing caller name & number
- Launch interactive web conferences
- Supports any OS: Windows/Apple/Linux and thin clients
- Send, receive and archive fax messages
- Remember every call and IM (logs, call recording)
- Record all Calls from any phone
- Contact Center and Operator functions, including Call Attached Data (wrap-up and account codes), Hold, Transfer, Park, etc.
- All roles in one easy window for Users, Operators and Contact Center Agents
- Create Call Handling Rules to manage call routing
- Integrate with CRM and other business applications
- ScreenDial™ lets you call from any webpage, document or electronic record
- Multi-language support

*Integrated softphone currently supported on Windows. 3rd party softphones available for Mac and Linux.*

## Zultys' "One Click to Contact" design philosophy puts the power of Unified Communications at your fingertips

their status icon to reflect this. They can also attach a short note to give additional information, like "Back at 2pm" or "In training all day" to make it easier to know how to contact them. Presence status boosts productivity, cuts down on wasted voicemails and makes it easier to reach your party.

### Instant Messaging, Instant Results




Instant Messaging (IM) lets you spontaneously collaborate with others whenever you need to through a secure chat window. You can have simultaneous IM sessions open with others in your company, and also send instant messages to multiple people at one time. You can save and archive your IM sessions and can also send messages to people who are offline, and they will get the message when they log back in.

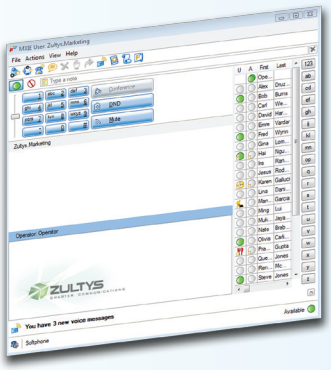
### Make Secure Video Calls

The MXvideo™ feature boosts collaboration and productivity by letting you engage in two-party video calls between yourself and another MXIE user, while keeping the session within the secure corporate communications network.

### Connect with Everyone

The MXIE system is fully integrated with MS Outlook, as well as your company directory and MXmeeting web-conferencing. One right-click lets you open an Outlook email window directly from your MXIE corporate directory or Buddy List, and launch fully interactive collaborative web sessions. You also have full visibility into your Outlook address book and can initiate calls and contact sessions from Outlook.

### Supercharge Your Contact Center




The MXIE client's flexible design lets you support full Contact Center functions in addition to your day-to-day call and front office needs. It also supports a range of Operator Groups and multiple levels of Agent Roles, and lets you log into multiple roles simultaneously. This increases your ability to multi task and handle overflow and priority calls. In these roles you may have access to additional functions. A Supervisor, for example, may monitor Agent and call status, define Wallboard information and access real-time reports. Other features, such as Call Record from any phone and Call Attached Data (which lets you attach call wrap-up and account codes to calls for additional reporting) improve your Contact Center efficiency and productivity.

### The Paperless Fax Machine

Eliminate your fax machine and costly fax lines, toner and paper, and use the MXIE system for all your fax needs. With the MXIE client you can send, receive, store, and forward your faxes using a visual management tool that makes it easy to sort and find the ones that are most time sensitive, and save them for client needs.

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