







Local Telephone Numbers
Order Processing Form

ZULTYS, INC.

Company Name
Street Address
Suite Number
City, State, ZIP

Contact Name
Contact Phone
Contact E-Mail

Quote

Doc Created 10\10\2020

Idx.	Specify search criteria (one or more NPA or NPA-Nxx or VANITY)	Qty.	Directory listing information (Company name and address)
1		5	
2			
3			
4			
5			

Authorization

By signing below, (i) you represent and warrant that you are an authorized representative of the customer and have the necessary power and authority to execute and deliver this order form by and on behalf of the customer; and (ii) you further acknowledge that you have read, agree and accept the Zultys Cloud Services Terms and Conditions which are incorporated by reference into this order form and that you have accessed and printed a copy of the Zultys Cloud Services Terms and Conditions online at www.zultys.com/zultys-cloud-services/terms-and-conditions. Your use of the Zultys services or products constitutes your acceptance of the Zultys Cloud Services Terms and Conditions.

Customer full name

Signature

Date



ZULTYS PROPOSAL FOR UNIFIED COMMUNICATIONS

Prepared For

Prepared By



A True All-in-One Communications Solution

Zultys delivers powerful, scalable, and feature-rich Unified Communications systems that are purposefully designed so users can control all forms of communication from a single easy-to-use interface. With an Integrated Call Center and mobile and web-based applications, Zultys can meet the needs and requirements of any business, providing all the communication tools you need to connect teams, improve productivity, support customers, and keep work moving from anywhere.

Total Solution Investment:

Monthly Recurring Charge

\$1,402.19

Non-Recurring Charge

\$1,904.99



Only With Zultys



One-Touch Record – Press a record button on a physical phone inside Zultys Advanced Communicator (ZAC) 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 field using MXreports.



Seamless Across Devices – Flow effortlessly between Zultys desktop phones, the ZAC desktop application, and the MX Mobile app. And when you can't download the ZAC app, full functionality can still be used on browsers via WebZAC as both ZAC and WebZAC utilize WebRTC technology.

White Glove Service From Start to Finish

From purchase to installation, integration, implementation, and training, we'll be with you every step of the way. From set up to maintenance, we will ensure that you're receiving a superior customer experience, comprehensive instructions on how to use your new system, and the industry-leading support that we're known for. It's all part of choosing a smarter communications solution.



Zultys has the most responsive support that I've ever worked with. They're the best product and vendor I have ever worked with hands down."
- Zultys customer of 12 years



Flexibility of Deployment

Zultys systems can be deployed as a premise-based, virtualized, hosted, or hybrid solution. Only with Zultys does the system software work the same across any deployment type. ZAC users have the option of both client- and browser-based applications, utilizing Web RTC technology and allowing your customers a choice in the way that they set up and utilize the system. This integrated architecture allows users to seamlessly handle all types of customer communications in one easy-to-use platform.

User Options

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			•



You're Protected

- Single secure virtual instance with dedicated login and passwords per customer
- Separation of all data from other customers
- HIPAA Compliant
- Kari's Law Compliant
- Ray Baum's Act Compliant
- Physically secured data centers
- Encrypted telephone calls
- Optional MPLS through customer's carrier



Robust Scalability

- Support 5 to 10,000+ users
- Add or delete users from a portal to support your business seasonally
- Feature set that continues to grow with current technology demands



World-Class Support

- 100% US-based support
- Implementation specialist assigned to each account
- Training tailored to your needs
- Webinar training and video training



More Reliable

- Pure Hybrid capability utilizes the same software no matter how its deployed
- Business continuity – Premise-based deployment as a primary service with failover to the Zultys Cloud
- Single secure virtual instance per customer
- Delivering 99.999 reliability for Zultys Cloud Services deployments
- Geo-redundant data centers
- Blended bandwidth for better uptime than most competitors that only use one underlying carrier
- Mobility application for cell phones for all users to protect against local last mile outages at the customer's site



Business Critical Integration Options

Zultys allows integration with most software and can also do custom integrations. Contact sales@zultys.com to inquire about your CRM/ERP/EMS specific needs and possible integrations as capabilities can be dependent on third-party software versions. Below are some of the most popular integrations implemented for our customers in the past:

- Premium & Contact Center User Integration
 - Outlook
- Zultys Specialty Integration License
 - Microsoft Teams
 - Salesforce
- Zultys Flex Communicator Integration
 - Agency Matrix CRM Insurance
 - ConnectWise
 - Desk.com by Salesforce
 - E-Leads
 - EZLynx
 - FaceBook
 - Google
 - HubSpot
 - Insightly
 - Microsoft Dynamics
 - NetSuite
 - Pipeline Deals
 - Sage
 - Service Monster
 - ServSuite Pest Control Software
 - SmartAdvocate
 - Sugar
 - Suite.com
 - VIN Solutions
 - Zoho



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- Implementation specialist assigned to each account
- Zultys Support Desk button on every phone
- Webinar training and video training



Most Reliable

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- Delivering 99.999 reliability
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Business Critical Integration Options

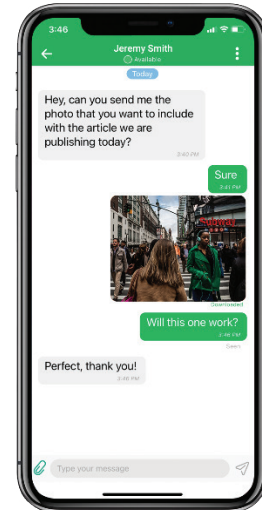
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 - Sage
 - Service Monster
 - ServSuite Pest Control Software
 - SmartAdvocate
 - Sugar
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 - Zoho

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 iOS 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.

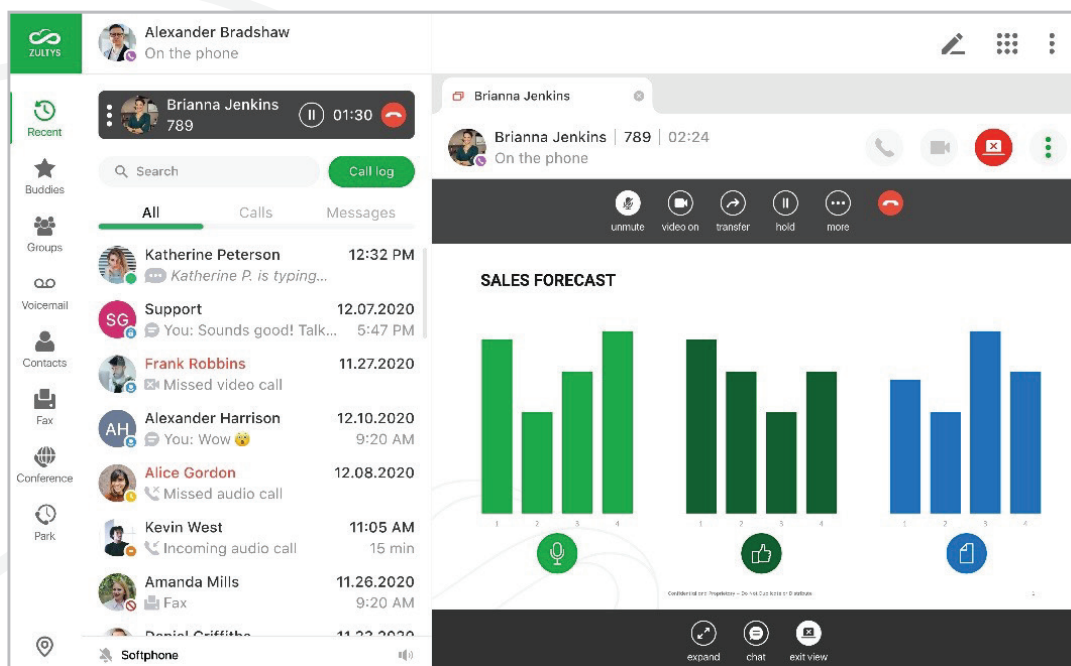


Click [here](#) to review the MX Mobile flyer

ZAC Unified Communications 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 voice mail, and much more — all with a single mouse click. ZAC comes prepackaged with the softphone feature, giving users the option of turning their computer into a phone.

Click [here](#) to review the ZAC flyer



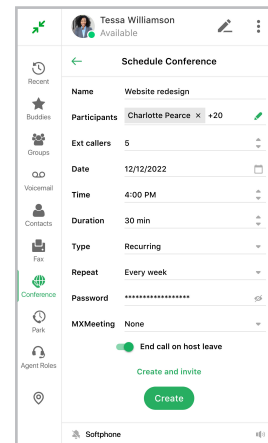
Zultys Outlook Communicator

With Zultys Outlook Communicator, your Zultys IP phone system can be closely integrated with Microsoft Outlook. Users have full call control and can call contacts directly from Outlook. This product conveniently synchronizes the user's Presence with their Outlook calendar, allowing it to be changed directly from Outlook.

Click [here](#) to review the Zultys Outlook  Integration flyer

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.



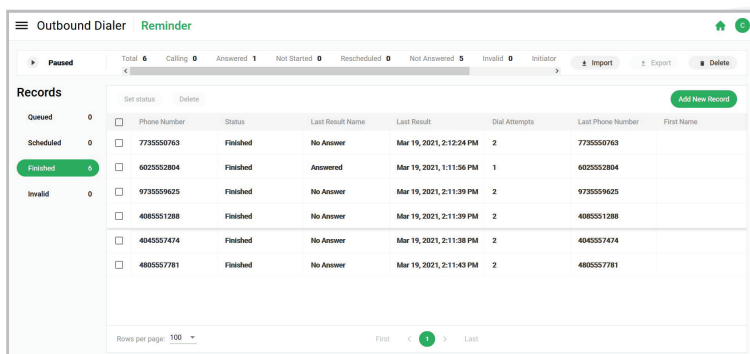
Zultys Salesforce Communicator

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.

Click [here](#) to review the Zultys Salesforce Integration flyer

MXoutbound

MXoutbound, a fully integrated outbound dialer solution, offers a flexible and easy-to-manage automated process for  iving 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 as elaborate as a customer survey with a series of questions based on previous responses.

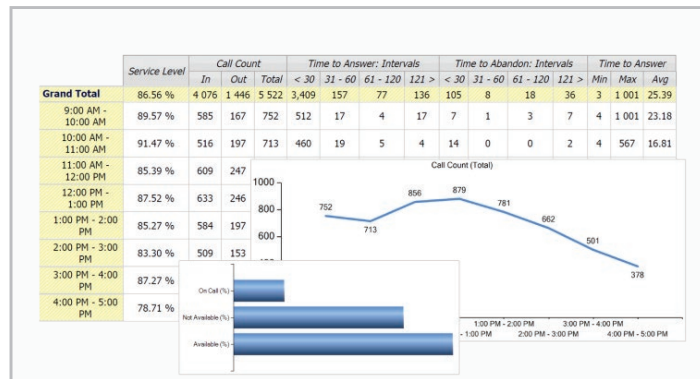


Phone Number	Status	Last Result Name	Last Result	Dial Attempts	Last Phone Number	First Name
7735556763	Finished	No Answer	Mar 19, 2021, 2:12:24 PM	2	7735556763	
6025552804	Finished	Answered	Mar 19, 2021, 1:11:56 PM	1	6025552804	
9735559625	Finished	No Answer	Mar 19, 2021, 2:11:39 PM	2	9735559625	
4085551288	Finished	No Answer	Mar 19, 2021, 2:11:39 PM	2	4085551288	
4045557474	Finished	No Answer	Mar 19, 2021, 2:11:38 PM	2	4045557474	
4085557781	Finished	No Answer	Mar 19, 2021, 2:11:43 PM	2	4085557781	

MXreport

MXreport gives users the ability to generate custom reports on call activity. MXreport allows users to generate their own report templates and create graphs via a drag-and-drop report builder. The report scheduler automatically delivers reports via email or to a designated folder every day, week, month, and so on.

Click [here](#) to review the MXreport flyer



Integrated Contact Center Solution

The Zultys Integrated Contact Center (ICC) intelligently processes incoming calls to a group of supervisors and agents based on administrator-defined rules and 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. ICC comes prepackaged with the SuperView feature, a real-time call monitor and statistics generator for multiple ICC groups in a single window.

Click [here](#) to review the Integrated Contact Center flyer



 LOG OUT



TechSupport ▾

Agents: Total: 9 Available: 0

Type	Service L.	Log.	Qu.	Act.	Longe..	Total	Inb..	Out..	Answ..	Aband..	Overfl.	Voice ..	Disco..	Max w..	Avg w..	Avg wal..	Avg wal..	Talk ti..	Talk ti..	Call back r..	Call backs..	QCB req..	QCB co..
	94.74	5	0	1	00:00	26	19	7	19	0	0	0	0	01:05	00:13	00:13	00:00	08:02	03:29:06	0	0	0	0

Agent	User pr..	Agent ..	Ti..	Call st..	Dire..	Answ..	Inbou..	Outbo..	Avg ca..	Total cal..	Total ..
Waren ..	Off Line	Logge..	00:...			3	3	1	24:31	01:38:06	00:00
Albert ..	Logge..	Logge..	00:...			0	0	0	00:00	00:00	00:00
Derrick ..	Busy	Not av..	06:...			3	3	1	04:05	16:21	06:43

Session ..	Priority	Directi..	Agent	Contact..	Name	Wait time	Talk time	Hold time	Total time
Connect..	0	Out	Steve ..	97386..	97386..	00:16	09:34	00:00	09:50



TechSupportAdv ▾

Agents: Total: 8 Available: 0

Type	Service L.	Log.	Qu.	Act.	Longe..	Total	Inb..	Out..	Answ..	Aband..	Overfl.	Voice ..	Disco..	Max w..	Avg w..	Avg wal..	Avg wal..	Talk ti..	Talk ti..	Call back r..	Call backs..	QCB req..	QCB co..
	87.50	5	0	2	00:00	19	16	3	14	0	0	2	0	00:15	00:08	00:08	00:00	06:06	01:43:51	0	0	0	0

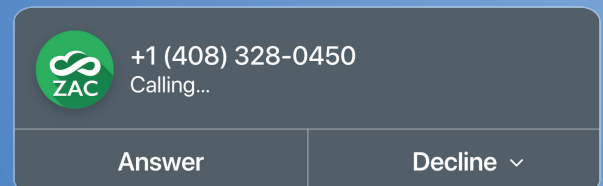
Zultys Flex Communicator

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.

Click [here](#) to review the Zultys Flex Communicator flyer

Here is the list of some of the Zultys Flex Communication intergrations available today.

- Agency Matrix CRM Insurance
- ConnectWise
- Desk.com by Salesforce
- E-Leads
- EZLynx
- FaceBook
- Google
- HubSpot
- Insightly
- Microsoft Dynamics
- NetSuite
- Pipeline Deals
- Sage
- Service Monster
- ServSuite Pest Control Software
- SmartAdvocate
- Sugar
- Suite.com
- VIN Solutions
- Zoho



End Points



ZIP 49G

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

Click [here](#) to review the ZIP 49G flyer



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.

Click [here](#) to review the ZIP 47GE flyer



ZIP 45G

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

Click [here](#) to review the ZIP 45G flyer



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 49G phones. Up to three expansion modules can be daisy-chained per each phone.



Z 23G

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

Click [here](#) to review the Z 23G flyer



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).

Click [here](#) to review the Z 22G flyer



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.

Click [here](#) to review the Z 21i flyer



MX IP Phone Systems

Each Zultys IP phone system is a complete, all-in-one, feature-rich appliance that's easy to install and maintain and ready to serve the needs of any business. Zultys IP phone systems can be deployed stand-alone or networked together to support thousands of users.



MX-E

- The MX-E is available in three different models. The base MX-E model supports 300 users, while the MX-E+ can support up to 1,000 users. The MX-E++ is designed to accommodate businesses with up to 2,000 users on a single appliance.
- Up to 300 SIP trunks are supported on the base model. The MX-E+ supports 1,000 SIP trunks. And the MX-E++ model supports up to 2,000 trunks (SIP trunks require no licenses or external gateways).
- 17.3" x 18.1" x 3.46" (449 mm x 460 mm x 88 mm)
- Three expansion slots for T1/PRI/E1, Dual T1/PRI/E1, FXO 8, FXO 4, FXS 8, FXS 4
- Redundancy for major components such as power supplies, cooling fans, and storage drives

Click [here](#) to review the **MX Series brochure**

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MX-SE

- The MX-SE supports up to 30 trunks and 50 users (SIP trunks require no licenses or external gateways).
- 16" x 8 1/2" x 1 3/4" (401mm x 210mm x 44mm)
- Single universal expansion slots for E1, T1, PRI ISDN, FXS 8, FXS 4, and Analog FXO interface cards
- Connect directly to SIP-based ITSP to reduce call costs

Click [here](#) to review the MX Series

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MXvirtual

Zultys MXvirtual is a fully integrated Unified Communications solution and IP phone system that can be installed in a VMware® Ready virtual appliance. MXvirtual allows businesses of all sizes to take advantage of virtualization benefits, including enhanced server utilization, simplified deployment, and reduced costs. The features of MXvirtual are identical to the premise-based MX phone systems.

- Supports up to 1,000 users and can be expanded with additional server capacity
- Comes ready to support SIP trunks with no licenses or external gateways (PSTN, ISDN, and Analog interfaces supported via gateways)
- Can be deployed onto an enterprise's own VMware infrastructure, either on-premise or using an off-site data center
- Provides a full suite of resiliency and failover capabilities to ensure business continuity

Click [here](#) to review the MX Series brochure

Complete Quote Summary

Thank you for allowing us the opportunity to earn your business. We will continue to earn your trust and confidence as we move forward together. If you have any questions or need more information, please contact:

[Insert contact info]

The following quote is for [insert length of the term].
Your selected minute plan is [Insert Minute Package].

123 Main St, 250, Sunnyvale, CA 95670				
Voice Services		QTY	Unit Price	Monthly Recurring Charge
Standard User		20	\$20.99	\$419.80
Premium User		10	\$23.99	\$239.90
Integrated Contact Center User		10	\$54.95	\$549.50
New DIDs		2	\$2.50	\$4.99
New DIDs (DID Promotional Free)		8	\$0.00	\$0.00
Zultys Provided Equipment		QTY	Unit Price	Monthly Recurring Charge
Zultys Z 21i		10	\$2.95	\$29.50
Zultys Z 22G		10	\$3.95	\$39.50
Zultys Z 23G		20	\$5.95	\$119.00
Installation Services		QTY	Unit Price	Non-Recurring Charge
Set-up Fee		40	\$47.50	\$1,900.00
New DIDs		2	\$2.50	\$4.99
New DIDs (DID Promotional Free)		8	\$0.00	\$0.00
Site Total			Monthly Recurring Charge	\$1,402.19
Order Total			Monthly Recurring Charge	\$1,402.19
			Non-Recurring Charge	\$1,904.99
			Non-Recurring Charge	\$1,904.99

Taxes and fees are not included in the total cost of services and products sold listed above. All pricing is subject to final confirmation at the time of order.

