

- Make a Call ▶
- Send an Instant Message
- Text Message History
- Conference
- Send an E-mail
- Send a Voice mail
- Send a Fax
- Open
- ✓ Buddy



TOTAL CALL CONTROL • PRESENCE • SECURE CHAT • VIDEO • VOICEMAIL

Intuitive Unified Communications
MADE SIMPLE
One-click to Contact
Any OS – PC/Mac/Linux



WEB CONFERENCE • FAX SERVER • CALL CENTER SUPPORT



Control All Your Communications Through One Tool

The MXIE™ (Media Exchange Interface for End Users) desktop client provides staff with an easy to use Unified Communications (UC) application that brings together voice, video, instant messaging (IM), presence, advanced call management, voice mail, electronic faxing, operator console, contact center roles, flexible tele-worker capabilities and many more functions.

MXIE is fully integrated into the Zultys Media Exchange solution, requires no external servers, and is supported on Windows, Mac and Linux operating systems. Once you experience the power of MXIE, you will wonder how you survived without it.

MXIE –The smarter way to communicate

Flexible Communications

- Tailor your communications and work anywhere from any phone
- Don't conform to the tool – define your own communications experience
- Work smarter, not harder
- Gain a competitive advantage over your competition



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 Simultaneous Ring lets you easily switch between one phone and the other. You can also use the MXIE client's internal softphone feature and turn your computer into a 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.

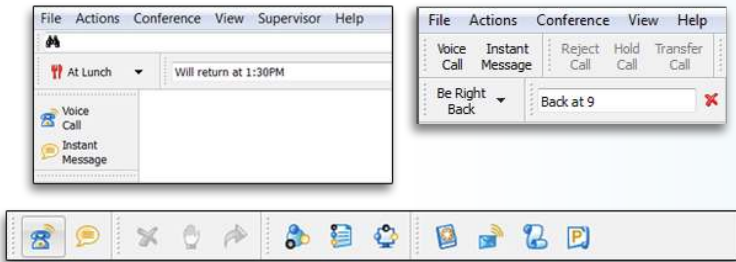
Ensure that no important call goes unanswered by setting up flexible call handling rules. The Find Me/Follow Me feature allows the routing of incoming calls to up to 17 different locations when you are not at the office, customize MXIE to automatically forward incoming calls to your colleagues when you are in a meeting, and create as many individual rules as necessary to handle any situation.

Digital Fax & Voice Mail Saves You Time

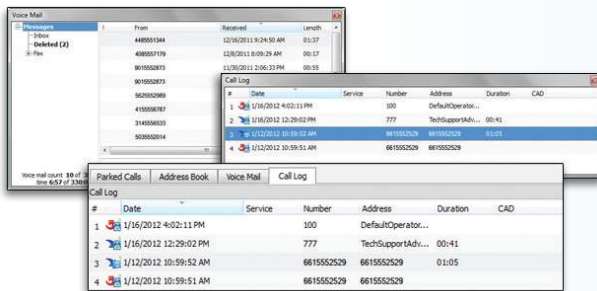
With Zultys your digital fax and voice mail files are easy to sort through using key information such as Caller ID, the date and time of the call, and the length of the call. This allows you to quickly sort through voice mails and faxes and respond to those that need urgent attention. You can even add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

Customize Your MXIE

The MXIE user screen can be tailored to fit any user's needs. Choose to display the toolbar as icons, text or both, and display it horizontally anywhere in the main window.



Address book, Call Log, Voice Mail and Parked Calls windows can be opened in separate windows or included as part of the main window. Place them side by side, or one on top of the other separated with tabs. Include the functions of MXIE you use most, in a way that fits your personal work style and needs.



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
- Customizable view
- Search and contact people across all address books with Zultys Quick Contact
- MXconnect™ lets you make any phone your business phone
- Find Me/Follow Me up to 17 call points
- Simultaneous Ring - 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
- Voice Mail, showing caller name & number
- Launch interactive web conferences when combined with MXmeeting™
- 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

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

**MXvideo and ScreenDial are currently supported on Windows.

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

their status icon to reflect their status. 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 time consuming voice mails and makes it easier to reach your intended contact.

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 off-line, and they will get the message as soon as they log 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 may be integrated with MS Exchange, 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 multitask 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. Monitor real-time Contact Center statics with SuperView™ - a single window snapshot of all contact center operations, including Agent Status, Call Group status and Call Queue status, available for supervisors.

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.

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