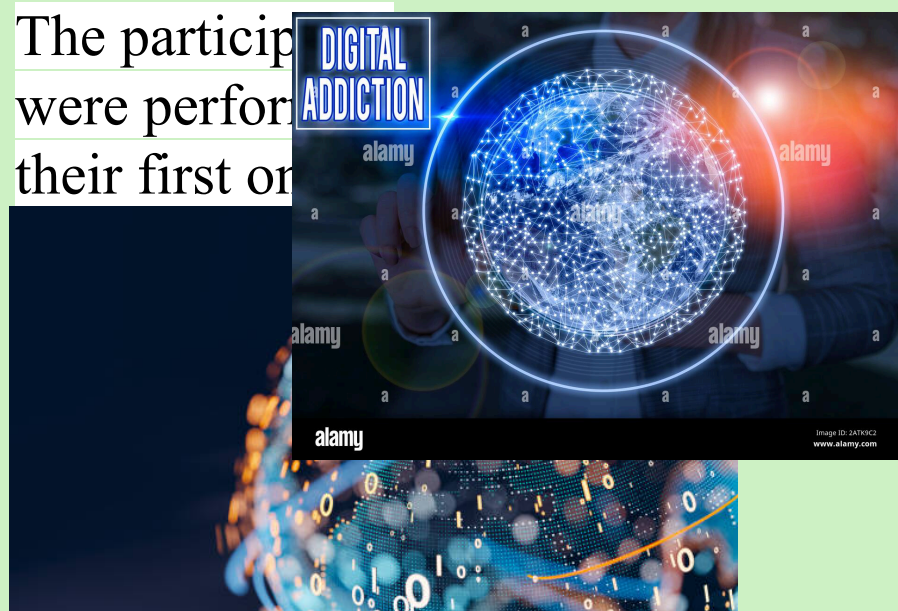


**False**



The participants  
were performed  
their first on



1. Cows are mammals of the family Bovidae. 2. Cows are one of the most common farm animals. 3. Cows are herbivores, meaning they only eat plants. 4. Cows have four stomachs. 5. Cows can live up to 20 years. 6. Cows can weigh up to 1,800 pounds. 7. Cows are social animals and form strong bonds with other cows. 8. Cows have an excellent sense of smell. 9. Cows have an excellent sense of hearing. 10. Cows have an excellent sense of taste. 11. Cows have an excellent sense of touch. 12. Cows have an excellent sense of direction. 13. Cows can recognize up to 100 different facial expressions. 14. Cows can recognize their own names. 15. Cows can recognize their owners. 16. Cows can produce up to 25 gallons of milk per day. 17. Cows can produce up to 8 gallons of milk per day. 18. Cows can produce up to 4 gallons of milk per day. 19. Cows can produce up to 2 gallons of milk per day. 20. Cows can produce up to 1 gallon of milk per day. 21. Cows can produce up to 8 gallons of milk per lactation. 22. Cows can produce up to 4 gallons of milk per lactation. 23. Cows can produce up to 2 gallons of milk per lactation. 24. Cows can produce up to 1 gallon of milk per lactation. 25. Cows can produce up to 8 gallons of milk per month. 26. Cows can produce up to 4 gallons of milk per month. 27. Cows can produce up to 2 gallons of milk per month. 28. Cows can produce up to 1 gallon of milk per month. 29. Cows can produce up to 8 gallons of milk per year. 30. Cows can produce up to 4 gallons of milk per year. 31. Cows can produce up to 2 gallons of milk per year. 32. Cows can produce up to 1 gallon of milk per year. 33. Cows can produce up to 8 gallons of milk per lactation cycle. 34. Cows can produce up to 4 gallons of milk per lactation cycle. 35. Cows can produce up to 2 gallons of milk per lactation cycle. 36. Cows can produce up to 1 gallon of milk per lactation cycle. 37. Cows can produce up to 8 gallons of milk per day during peak production. 38. Cows can produce up to 4 gallons of milk per day during peak production. 39. Cows can produce up to 2 gallons of milk per day during peak production. 40. Cows can produce up to 1 gallon of milk per day during peak production. 41. Cows can produce up to 8 gallons of milk per lactation during peak production. 42. Cows can produce up to 4 gallons of milk per lactation during peak production. 43. Cows can produce up to 2 gallons of milk per lactation during peak production. 44. Cows can produce up to 1 gallon of milk per lactation during peak production. 45. Cows can produce up to 8 gallons of milk per month during peak production. 46. Cows can produce up to 4 gallons of milk per month during peak production. 47. Cows can produce up to 2 gallons of milk per month during peak production. 48. Cows can produce up to 1 gallon of milk per month during peak production. 49. Cows can produce up to 8 gallons of milk per year during peak production. 50. Cows can produce up to 4 gallons of milk per year during peak production. 51. Cows can produce up to 2 gallons of milk per year during peak production. 52. Cows can produce up to 1 gallon of milk per year during peak production. 53. Cows can produce up to 8 gallons of milk per lactation cycle during peak production. 54. Cows can produce up to 4 gallons of milk per lactation cycle during peak production. 55. Cows can produce up to 2 gallons of milk per lactation cycle during peak production. 56. Cows can produce up to 1 gallon of milk per lactation cycle during peak production. 57. Cows have an average of 60,000 taste buds. 58. Cows can run up to 30 miles per hour. 59. Cows can jump up to 6 feet high. 60. Cows have a three-chambered stomach. 61. Cows can digest up to 100 different types of plants. 62. Cows can drink up to 25 gallons of water per day. 63. Cows can eat up to 100 pounds of food per day. 64. Cows can sleep up to 8 hours per day. 65. Cows can produce up to 10 gallons of saliva per day. 66. Cows can produce up to 10 gallons of urine per day. 67. Cows can produce up to 10 gallons of manure per day. 68. Cows can produce up to 10 gallons of methane gas per day. 69. Cows can produce up to 10 gallons of carbon dioxide per day. 70. Cows can produce up to 10 gallons of ammonia per day. 71. Cows can produce up to 10 gallons of nitrous oxide per day. 72. Cows can produce up to 10 gallons of hydrogen sulfide per day. 73. Cows can produce up to 10 gallons of volatile organic compounds per day. 74. Cows have a gestation period of nine months. 75. Cows give birth to one calf at a time. 76. Cows can produce up to 10 calves in their lifetime. 77. Cows can produce up to 10 calves per year. 78. Cows can produce up to 10 calves per lactation. 79. Cows can produce up to 10 calves per month. 80. Cows can produce up to 10 calves per year. 81. Cows can produce up to 10 calves per lactation cycle. 82. Cows can produce up to 10 calves per day during peak production. 83. Cows can produce up to 10 calves per lactation during peak production. 84. Cows can produce up to 10 calves per month during peak production. 85. Cows can produce up to 10 calves per year during peak production. 86. Cows can produce up to 10 calves per lactation cycle during peak production. 87. Cows have an average of four teats. 88. Cows can produce up to 10 gallons of milk per teat. 89. Cows can produce up to 10 gallons of milk per day per teat. 90. Cows can produce up to 10 gallons of milk per lactation per teat. 91. Cows can produce up to 10 gallons of milk per month per teat. 92. Cows can produce up to 10 gallons of milk per year per teat. 93. Cows can produce up to 10 gallons of milk per lactation cycle per teat. 94. Cows can produce up to 10 gallons of milk per day during peak production per teat. 95. Cows can produce up to 10 gallons of milk per lactation during peak production per teat. 96. Cows can produce up to 10 gallons of milk per month during peak production per teat. 97. Cows can produce up to 10 gallons of milk per year during peak production per teat. 98. Cows can produce up to 10 gallons of milk per lactation cycle during peak production per teat. 99. Cows are the most common source of dairy products. 100. Cows are an important source of meat, leather, and other products.



# WEATHERING THE STORM

## Zero In On Downtime For Long-Term Business Continuity and Customer Satisfaction



Small business has changed dramatically within the last decade. No change has been more profound than our dependency on information technology (IT) systems to support critical day-to-day business functions.

In today's increasingly competitive high-tech environment, it is critical that all business operations run smoothly and efficiently. Business momentum, employee productivity and customer service all depend on an IT infrastructure that must be both accessible and secure at all times. Constant network availability has become essential to most small and midsize businesses (SMBs) today.

This reliance on IT systems has also created a stronger link between data center accessibility and total cost of ownership (TCO). Even minimal amounts of unplanned downtime today will result in lost revenue, productivity and negatively impact overall brand reputation.

Preventing or rebounding from downtime was once deemed the IT team's problem, however, this unprecedented modern-day dependence on technology has made the frequency and costs of downtime more of a business problem. Prolonged or recurring downtime can cripple small businesses and requires the attention and understanding of C-suite management in order to be properly addressed.

Unfortunately, many executives at SMBs are still not as tuned into daily network operations as they need to be. For this reason, they lack a true awareness of the frequency of downtime. This lack of insight and visibility is regrettably putting far too many SMBs at an increased risk for downtime and the costs associated with it.

# WEATHERING THE STORM



## Bridging the Gap Between C-Suite Executives and In-House IT Teams

While most C-level executives are well aware that network operations play a pivotal role in productivity, service and profitability, they don't have the same awareness as IT personnel when it comes to the frequency of downtime and what makes their data center infrastructure vulnerable to it. Worse yet, many SMBs don't even have in-house IT staff – meaning nobody in the company or organization has any insight into the problem.

At the same time, even when internal IT personnel is on deck, many support technicians fail to recognize the financial implications of downtime when it comes to lost revenue, lost productivity and lost customers.

It is imperative that all levels at a SMB have insight into the probability and implications of downtime. This is the only way to maximize uptime and the availability of essential IT applications without over inflating the total cost of ownership of data center infrastructure.



## Calculate the True Cost of Downtime

According to the *Aberdeen Group*, a business intelligence research firm, downtime is costing companies 65% more per hour these days than just two years ago. 2012 data calculated downtime costs at the \$165,000 mark compared to the \$100,000 of 2010.

# WEATHERING THE STORM

According to *Symantec's 2011 SMB Disaster Preparedness Survey*, small businesses lose an average of \$3,000 each day from downed systems and networks. Medium sized businesses bleed even more money, losing an average of \$23,000 each day.

C-Suite management at SMBs must consider both the direct and indirect costs of downtime. Direct costs are:

- Wasted wages paid to idle employees
- Sales lost during the outages
- The expensive emergency service/repair bill issued by the on-call IT technician brought in to get your business back up and running.

Indirect costs, such as lost customers who have moved on after one too many “Our server is down” messages, are more difficult to quantify but more costly – equating to roughly 62% of all network downtime costs. A specific dollar amount cannot be placed on lost productivity, the long-term consequences of damaged reputation and wasted opportunities that accompany each downtime event.

This is why Chief Information Officers (CIOs) and IT support alike don't have the visibility or insight to understand what the

average downtime event truly costs them. The residual effects of a network outage are typically much more costly than costs related to identifying the root cause of the failure and repairing or replacing any physical hardware.

But so many C-level executives remain mindful of only what downtime costs them in terms of repair or replacement costs. They also tend to gloss over the fact that their day-to-day business processes are more susceptible to outages and inaccessible data than they think.

# WEATHERING THE STORM



## Zero In On Infrastructure Vulnerability to Data Center Downtime

### Leading Causes of Downtime

Power Outages – 48%

Accidental Data Deletion – 31%

Employee Created – 29%

Virus/Malware – 25%

Application Failure – 20%

**Power Related Outages** – Vulnerabilities to a data center's power still rank as one of the leading causes of unplanned network outages and can often be catastrophic. Particularly costly are UPS (Uninterrupted Power Supply) related failures (this includes batteries) and generator failures.

## ZERO IN

To minimize the impact that power outages have on data center operations, and to prevent a potentially catastrophic unavailability of the data center, a dependable backup system is needed. This ensures the backup of critical data and applications is always in place in the event of equipment failure.

The integration of comprehensive infrastructure monitoring and management tools also minimizes the costs associated with identifying and repairing power system failures.

## Accidental Data Deletion and Employee Created Downtime–

Simple human error is a prevalent cause of downtime. Whether months of data is unintentionally lost in a backup error, a power cord is unplugged, a busy IT technician overlooks routine maintenance and alert monitoring, or there is an error in judgment during an emergency, to err is human and apparently quite frequent

# WEATHERING THE STORM

as well.

A study by the Gartner Group, an IT research and advisory firm, projected that through 2015, 80% of downtime will be due to people and process issues.

**In the fall of 2010, foursquare** – a widely used mobile check-in app – had a highly publicized outage of eleven hours, followed by another shorter service disruption the next day. All three million users of the app were affected and it was a chain of human mistakes that led to both outages. IT techs noticed that a server was storing too much data, but as the support team tried to resolve the issue, all the servers went down.

## ZERO IN

Regardless of proper training, or the quality of IT technician hires, human mistakes will likely always lead to instances of a downed data center or network, especially considering the expected learning curve of adapting to new technologies.

Ensuring proper communication amongst team members and adequate training at all levels is critical. Of course,

it goes without saying that having a comprehensive backup strategy is also a necessity to counteract downtime and ensure business continuity regardless of who is having a bad day.

**Virus/Malware/Hacks** – SMBs are often guilty of thinking they are immune to hackers, viruses and malware. According to a National Cyber Alliance and Symantec survey, 77% of SMBs don't believe they're at risk for cybercrime while 83% admit to having no formal measures in place to counter these threats. This isn't merely a threat to your data; it puts your bank account and the sensitive data of your customers at risk.

## ZERO IN

Passwords should be regularly changed every few months. They should also be strong. This means no more passwords like "password" or "1234567." Employees must be educated on security and precautionary measures. And there is no excuse for not having data backed up in this era of cloud computing and virtualization - where the entire contents of physical server – including the operating system,



# WEATHERING THE STORM

applications, patches and all data - can easily and cost-effectively be grouped into one software bundle or virtual server.

**Application Failure** – Many applications or their components contribute to recurring downtime. While virtualization offers many multi-faceted advantages it has also further exacerbated overlapping applications in the infrastructure. One small application component failure is now likely to impact many applications.

## ZERO IN

It is critical that all components are profiled and there is a general understanding as to what each application does – the hardware resources used by the application and the software it integrates with. Identifying an owner will allow for better monitoring and recognition of failure points.



## Conclusion

Despite the risks of downtime, many SMBs still don't feel they're at any real risk. There is an overall sentiment of "It won't happen to me." It can be assumed that many hear the word "disaster" and mistakenly assess the immediate risk of natural disasters, such as hurricanes or earthquakes, impacting their day-to-day business. While those events, along with floods and fires, definitely contribute to a large number of unplanned prolonged outages, the truth is there is a new breed of modern era "disaster" culprits that can very literally happen on any given day. Downed networks and data centers from power outages, human error, viruses and malware, and application failure are much more probable and could be just as fatal to SMBs.

# WEATHERING THE STORM

C-suite executives at SMBs must honestly assess their risk, quantify downtime costs, and improve disaster recovery efforts. In terms of ROI (Return on Investment) of business technology, it's important to remember that conventional disaster recovery can be expensive since it requires more time and resources. Stored data on backup tapes can also be more prone to error. Additionally, off-site backup tapes will always lead to prolonged downtime since recovery hinges on the retrieval and delivery of these tapes to the data center.

Many smaller and medium sized businesses are turning to new technology trends like virtualization and cloud computing as a cost effective means to better prepare for outages and the loss of critical business information. According to *Symantec's 2012 Disaster Preparedness Survey*, 26% of SMB executives cited

disaster preparedness as a moderate to large influencer on their choice to move to a virtualized server infrastructure, 30% said minimizing downtime influenced their decision to move to public clouds, and 32% said a quicker recovery time affected their decision to move a private cloud.

SMBs can benefit from a little help when it comes to properly implementing and leveraging this new technology to strengthen their disaster recovery efforts. Access to a 24/7 NOC (Network Operations Center) team offering remote monitoring and management solutions, along with a 24/7 help desk, can help SMBs improve backup, monitoring and troubleshooting processes for maximum uptime and business continuity.

## **For Additional Information Please Contact**

Sunil Rao

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T: 412-381-0230

2403 Sidney Street, Pittsburgh, PA, 15203

<https://www.mindmatrix.net/>



# 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](mailto: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



## You're Protected

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## 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
- Zultys Support Desk button on every phone
- Webinar training and video training



## Most Reliable

- Single secure virtual instance per customer
- Delivering 99.999 reliability
- 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

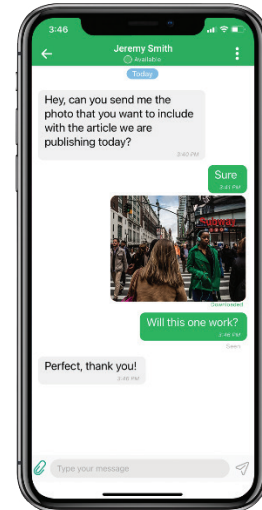
Zultys allows integration with most software and can also do custom integrations. Contact [sales@zultys.com](mailto:sales@zultys.com) to inquire about your CRM/ERP/EMS specific needs and possible integrations as capabilities can be dependent on third-party software versions. Below are some of the most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

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  - EZLynx
  - FaceBook
  - Google
  - HubSpot
  - Insightly
  - Microsoft Dynamics
  - NetSuite
  - Pipeline Deals
  - Sage
  - Service Monster
  - ServSuite Pest Control Software
  - SmartAdvocate
  - Sugar
  - Suite.com
  - VIN Solutions
  - 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.

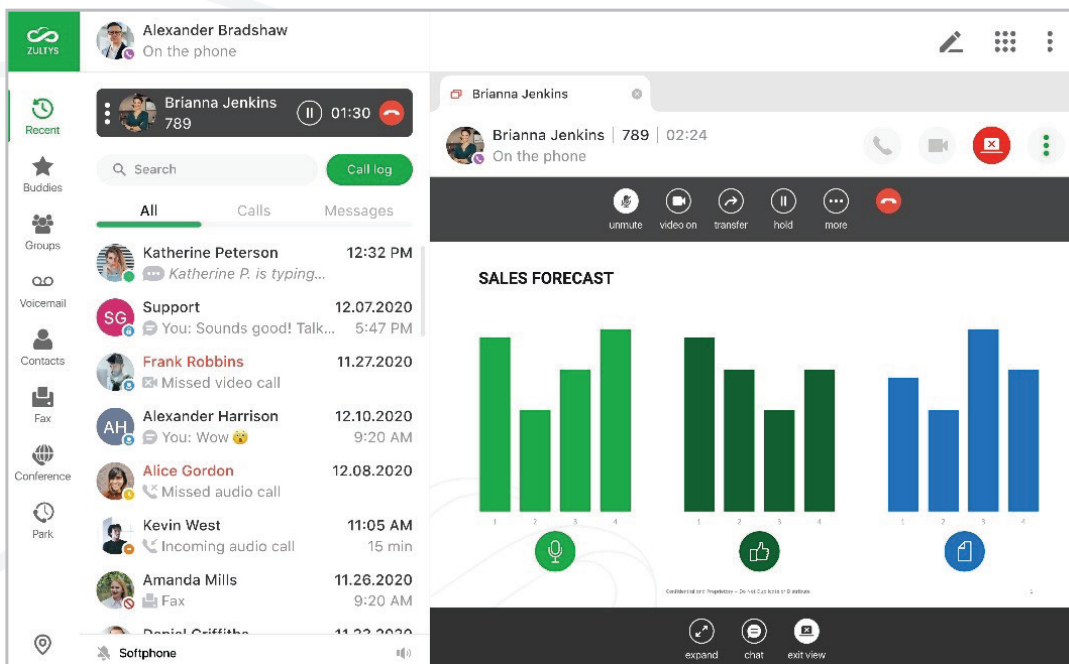


Click [here](#) to review the MX Mobile flyer

## 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



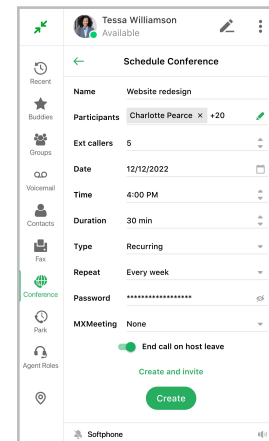
## Zultys Outlook Communicator

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.




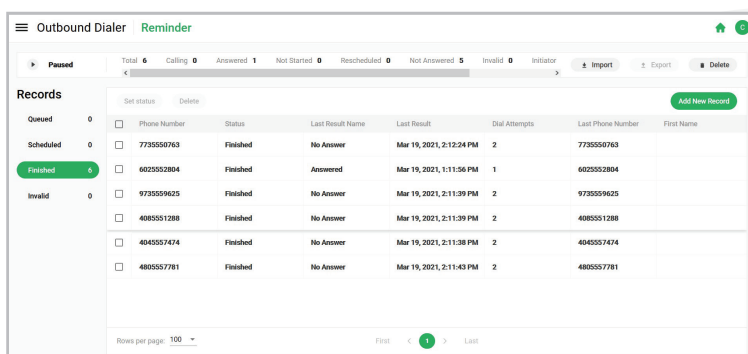
## Zultys Salesforce Communicator

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  uthing 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.



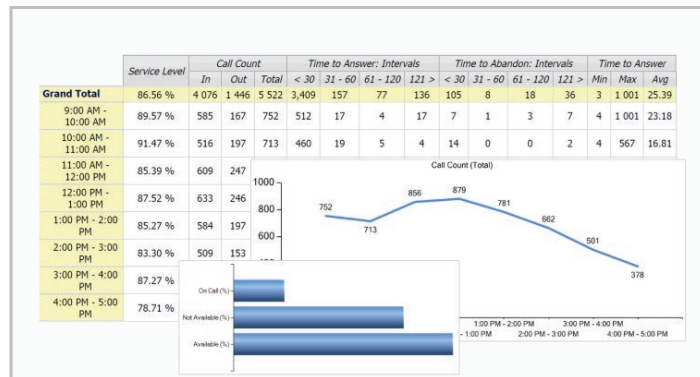
Phone Number	Status	Last Result Name	Last Result	Dial Attempts	Last Phone Number	First Name
7735556763	Finished	No Answer	Mar 19, 2021, 2:12:24 PM	2	7735556763	
6025552804	Finished	Answered	Mar 19, 2021, 1:11:56 PM	1	6025552804	
9735559625	Finished	No Answer	Mar 19, 2021, 2:11:39 PM	2	9735559625	
4085551288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

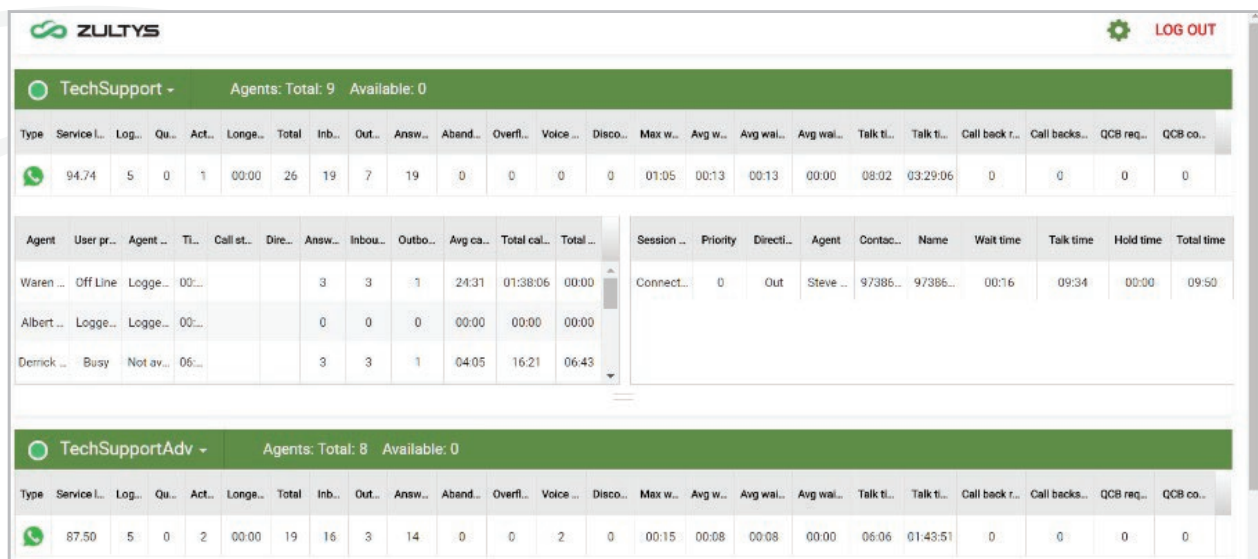
Click [here](#) to review the MXreport flyer



## 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





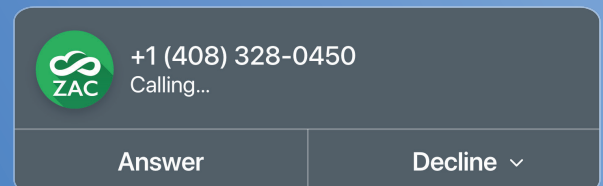
## Zultys Flex Communicator

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**

## MX IP Phone Systems

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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

## MX IP Phone Systems

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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.