

ZyDesk

Desktop-based
communication solutions



”Zylinc delivers
the answer to your needs
- rational telephony on your PC”

Zylinc creates effective communication solutions that provide each employee with a powerful information tool - easy and intuitive to use. The Enterprise’s competitiveness is substantially increased with real-time access to information on every colleague’s presence, calendars, appointments, etc.

Zylinc’s communication solutions integrates with internal and external data sources, enabling employees to rapidly find relevant information and provide superior customer service.

Zylinc customizes solutions that are platform-independent, supporting IBM Lotus Domino, Microsoft Exchange and Novell GroupWise.



“Integrating data from the entire Enterprise on your PC - Instant data availability when the phone rings”

Increased productivity with calendar overview

More than one in three calls is in vain. This expensive waste of time could easily be avoided if you had better access to colleagues' calendars, appointments, messages, etc.

ZyDesk Time is a collaboration tool collecting and presenting data from the entire Enterprise on your PC. This may be calendar data, appointments or meetings, providing an updated view of available colleagues prior to making a call. With ZyDesk Time it is easy to arrange meetings, send emails or enter tasks in your calendar or those of others.

ZyDesk Time enables every PC in the Enterprise to a Communication Center from which you easily can search for colleagues, presence, groups, departments and much more. The solution is a powerful tool providing a clear resource overview.

ZyDesk Time saves time

- When you need to locate colleagues and check their presence
- When you need to arrange meetings, calls, create emails, and absence etc.
- Because it is easy to learn and intuitive to use

Calendar systems support for:

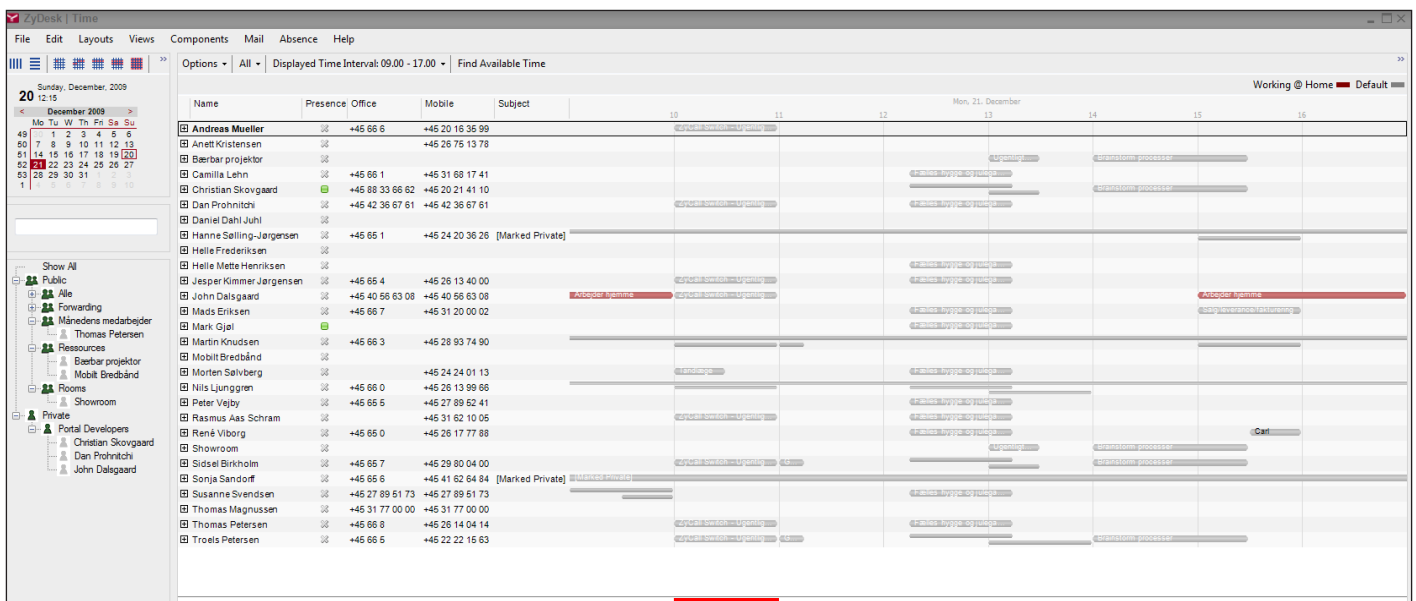
- IBM Lotus Domino 6.5, 7.x, 8.x
- GroupWise API 6.5 SP2 or later
- Exchange 2003, 2007

Support for several email clients:

- IBM Lotus Notes 6.5, 7.0, 8.0
- Microsoft Outlook 2003, 2007
- Novell GroupWise 6.5 SP2+, 7.0 SP1+
- Works in mixed mail environments

ZyDesk Time can be integrated with several calendar systems simultaneously, and runs in mixed environments combining information across mail platforms.

ZyDesk Time



“Manage your time more efficiently with an instant, **accurate identification of the caller**”

See who is calling

Most employees receive a lot of phone calls a day. Many of these are misplaced and a complete waste of time. You can now manage your time more efficiently by knowing who is calling before you answer the phone (provided that the call is not anonymous). ZyDesk ID is a desktop-based solution that can

use the caller's number to instantly check the CRM system or an external database and display all relevant information such as name, Enterprise, department, address, relationship history, current issues, etc., before you answer the phone.

ZyDesk ID can be integrated with the Enterprise's internal business cards, CRM, helpdesk, phone directories and other portals. ZyDesk ID reduces time required to find relevant data related to a particular caller. ZyDesk ID delivers the information when and where you need it, i.e., when answering the phone.

ZyDesk ID delivers relevant information at the right time and place. It means that you never again have to answer a call 'in the dark'. It is fast and easy to use and an ideal supplement to Call Center applications. ZyDesk ID allows you to decide, which information is displayed on the screen.

ZyDesk | Operator

“The ideal solution for the Enterprise
IP telephony with full switchboard functionality”

Efficient call management and improved collaboration

A lot of time is wasted searching for phone numbers and calling colleagues who are not there, unable to answer the call, or busy with other calls.

With ZyDesk Operator you always know your colleagues presence; hence, your calls are never in vain. ZyDesk Operator enables easy and safe call forwarding and handling between you and your colleagues directly from your PC.

Your Enterprise can save at least 5% of employees time by using ZyDesk Operator on a daily basis. A survey shows that 35% of all users prioritize the ability to see colleagues calendars and contact information, and the capacity to easily forward a call in order to give the customer a rapid, correct answer.

Your benefits:

Update your calendar with one click. With ZyDesk Operator's out-of-office function you can easily specify a number of standard situations such as 'in a meeting', 'on annual leave', etc. ZyDesk Operator will automatically update your calendar so your colleagues' always know whether you can be reached or can answer your phone.

- Real-time availability for all employees
- Improved overview of employees presence
- Increased flexibility with a high degree of individual customization
- Customizable hotkeys for operating the phone
- Automatic updating of calendar data with out-of-office function
- Documented time savings of 25 seconds on each call, equivalent to as much as EUR 2,000 per annum per employee
- ZyDesk Absence and ZyDesk Attention features are included

Save 25 seconds on each call

Conventional	With ZyDesk Operator	Saved time
Search for number on intranet or in telephone directory	Find the person in ZyDesk Operator	5 seconds
Place the call from your phone	You can instantaneously see if the person is accessible. If not, you do not make the call	5 seconds
If the person does not answer, you wait until the call is forwarded to someone else or to the switchboard.	Your call is answered	15 seconds
Total savings		25 seconds



ZyDesk Operator

ZyDesk | Attention

“Send **alarms and other important messages** from your PC to your colleagues IP phone”

Efficient communication when you need it

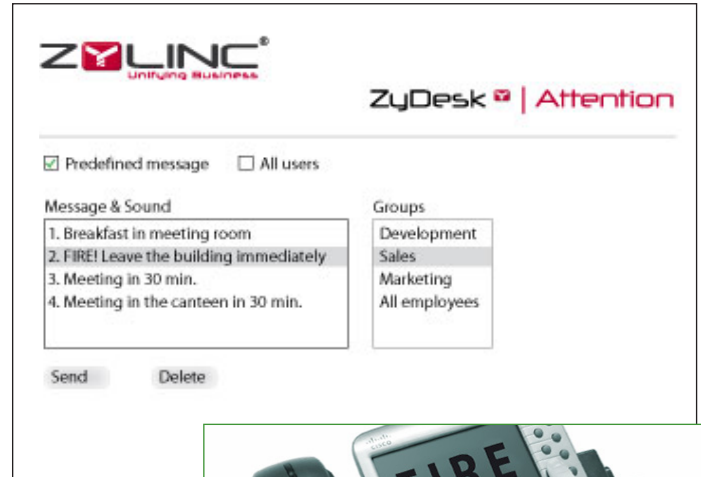
If you need to send an urgent message to the entire Enterprise or parts of it, it is time consuming to collect phone numbers.

The Enterprise often needs an alarm or messaging system that can be activated in seconds and broadcast relevant messages to pre-selected groups of people.

ZyDesk Attention is specially developed to send alarms and other important messages to different groups or the entire organization. With ZyDesk Attention you can send messages directly from your pc as text messages or sound files (alarms). This solution is particularly suitable for government institutions, the military, health services, municipalities, police departments, educational institutions, contractors, production companies, and others. Any Enterprise that needs to communicate fast and accurately can benefit from ZyDesk Attention.

ZyDesk Attention:

- Alarm and message broadcasting via IP telephony
- Supports all types of text messages
- Supports the Enterprise own sound files and messages
- Easy and intuitive to use, even in an emergency situation
- Easy to set-up and customize
- Can be used directly from within the ZyDesk Operator



ZyDesk | Dial

“**Call directly from your PC** where all the information you need is available. It is fast, safe and easy”

Place calls directly from your PC

Why search for phone numbers and enter these manually in your phone when all relevant data is readily available on your PC? Many calls are in vain, simply because the number is wrong or has been dialed incorrectly. A few seconds saved on every call means significant time savings in the long term. Time saved can be spend on more important tasks like customer service. By calling directly from your PC, you save time, and you can be certain that you are calling the right number.

ZyDesk Dial is part of the ZyDesk suite and takes care of calls using telephony from your PC. With ZyDesk Dial, you use the data in the databases on your PC, for example Outlook or Notes.

You can dial phone numbers in your own or the Enterprise's databases, calendars, etc. You can even dial phone numbers in emails. It is done straight and easily on your PC; phone calls become a natural part of your working routines, and it is easy to refer to data on the screen or enter information from the call directly in a document on your PC.



“A common feature of all applications in the ZyDesk suite is that they can be used standalone or integrated with one or more of the other applications”

Zylinc ApS adds another dimension to Unified Communications

Zylinc develops innovative software solutions integrating existing communication tools such as telephony, calendar, email, call switching, etc. across vendor platforms. With software from Zylinc, every employee is constantly updated on the presence, appointments and meetings of colleagues'. In this way, the effectiveness of the Enterprise is significantly enhanced.

Zylinc's solutions integrate communication tools with IT applications such as CRM systems and external data sources such as Yellow Pages. Zylinc provides easy and instant access to relevant data, enabling the Enterprise's employees to provide customers the best level of service – simply and effectively.

Zylinc tailors solutions that are independent of vendor platforms, supporting IBM Lotus Domino, Microsoft Exchange and Novell Groupwise.

Zylinc supports more than 60,000 business licenses installed on the Nordic market, and 1.2 million calendar integration licenses installed mainly across Europe. Zylinc is an IBM Advanced Business Partner and a Cisco-certified CTDP partner (Cisco Technology Development Partner). In addition, Zylinc has distribution partnerships with numerous systems integrators.

