



## ZyCall | Switch

The flexible switchboard - the way to better customer service

### For small, medium and large Enterprises

Experienced receptionists have taken part in the development of ZyCall Switch, which has led to logically designed features. The unique flexibility enables the receptionist and the Enterprise to easily customize the switchboard to their specific needs.

Besides all core functionalities such as expanded switch functionality, message handling, calendar overview, call statistics and reporting systems - the receptionist also has the option to manage the Enterprise calls via cellular phone. The receptionist can also view the presence of other receptionists through the client and may relieve colleagues on breaks or in cases of many calls waiting in line.

ZyCall Switch is a SIP based switchboard enabling seamless integration with the Enterprise's existing PBX (\*) and leverages on the existing IPT platform.

The solution does not comprise any additional load on the Enterprise PBX, but will provide the extensions needed to enrich and optimize the information level in the Enterprise.

ZyCall Switch federates vital information from the Enterprise's existing databases and enables core business data right at the front desk.

\*Requires a PBX that has support for SIP-Trunking.

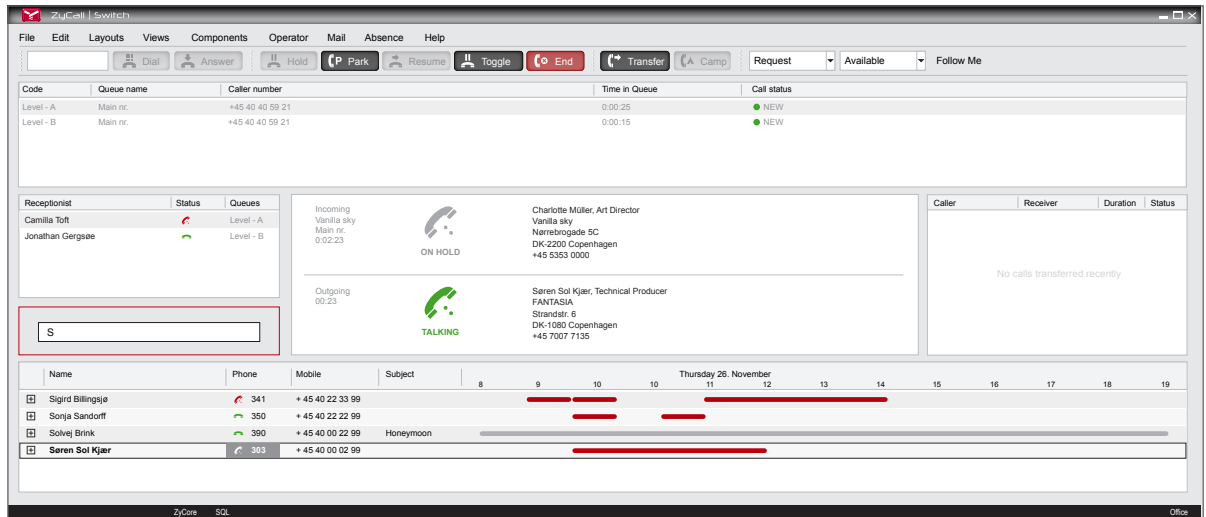
### Introduction Discount

Buy before 30th March 2010 and receive 30% discount.

Price per license DKK. **420,-**  
Ordinary price DKK. 600,- for 100 users.

Buy ZyCall Switch combined with ZyDesk Operator and get 50% on both products.

### ZyCall Switch example with starting point in standard layout



### Extended call handling and control

ZyCall Switch ensures that the receptionist has a complete overview of all Enterprise calls, and may follow the status of all incoming calls – from the reception of the call until successfully completed. The receptionist also gains extended control of all the calls, and has the option to regret a call and can withdraw a transfer in progress to the wrong employee.

### Overview and improved customer information

With real-time calendar updating and a unique search feature, the receptionist can locate an employee across the organization and across core competencies. Thus enabling the receptionist to easily find and forward the customer to the employee best suited to answering the customer's call.

**Call +45 7023 2328 or visit us at [www.zyline.com](http://www.zyline.com) for more information.**