



Zylinec Ltd. Innovative Software Developer

We develop Contact Management Systems enabling enterprises cut expenses through more efficient business processes, and turn each customer interaction into the best customer experience.

Our product portfolio features an advanced attendant console, and PC- and telephony applications; hence our products target the entire interaction need in enterprises – between employees and employees to customers.

Our software ensure that employees have quick and easy access to all enterprise resources improving knowledge sharing and customer service. Our solutions integrate existing communication platforms such as telephony, calendar, mail, contact center etc. We also provide technical support and maintenance, installation, and education services to enable our customers to implement, upgrade and use our products.

Our solutions are distributed through our partnerships: Axxess, Atea, ELTEL Networks, Lytzen IT, NetDesign and netIP.

ISV certified contact center complements Microsoft Lync Server 2010

Our user-friendly attendant console, ZyCall Switch, is tailored to complement Microsoft Lync Server 2010 based solutions. Integrating the two solutions leads to a very flexible and advanced attendant console enabling enterprises manage and optimize customer communication in a new and more efficient way.

The solution in brief

The operator receives calls through ZyCall Switch, which are being transferred via the Microsoft Lync Server 2010 to employees. This means that the Microsoft Lync Server 2010 is used as the carrying media; hence the conversation runs inside the Microsoft Lync Server 2010 that functions as the PBX. Combined the two solutions are a perfect match for Enterprises receiving many calls, aiming to provide the best possible customer interaction and service.

Technical information

- Microsoft Lync Server 2010 Integration
- Microsoft Lync 2007 R2 Integration
- Microsoft Exchange 2003, 2007 and 2010 integration

Further information

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Visit our website www.zylinec.com

