



# 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.

#### **ZyCall Switch and IBM Lotus Sametime Unified Telephony (SUT)**

ZyCall Switch is developed to complement IBM Lotus Sametime Unified Telephony (SUT). When integrating the two solutions the Enterprise's switchboard is interlinked with SUT, which is used as carrying media. In this way the receptionist receives calls through ZyCall Switch, which are being transferred via the SUT to employees, hence employees can answer external calls directly in SUT.

#### **Ideal solution for enterprises receiving many calls**

The two solutions becomes a very user-friendly tool enabling efficient switchboard functionality between customer and employee, and it also provides a detailed overview of employee presence. The integration means effective switchboard functionality for enterprises, which can easily be adjusted to internal work processes as well as customer service requirements. The solution is ideally suited for enterprises receiving many calls daily, and aiming to provide the best possible customer interaction and service.

#### **Technical information**

- IBM Lotus Domino, 6.5, 7.x, 8.x
- IBM Lotus Notes 6.5, 7.x, 8.x
- IBM Lotus Sametime 8.x

#### **Further information**

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