



Zylinec Team Center

Product overview

Zyline Team Center feature highlights

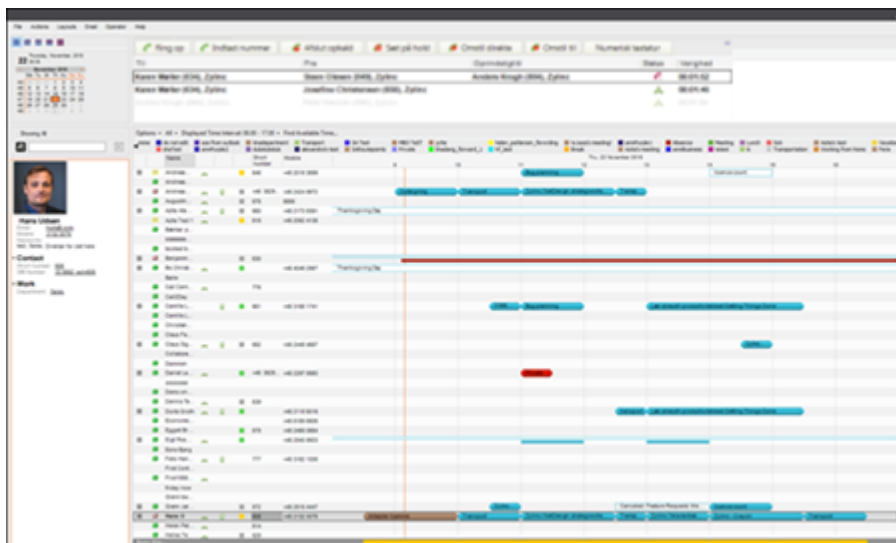
If you work in teams, project groups, in an administrative office, or similar, Zyline Team Center is the ideal way to manage your organization's IP phones through an efficient collaboration tool.

Many organizations waste a lot of time when their people try look up phone numbers or call people who aren't available or otherwise unable to answer calls. With Team Center, you have a complete overview of colleagues' availability, and you can answer your own calls, answer colleagues' calls, and transfer calls—right there on your computer.

Team Center makes teamwork easy. If you get a call for a colleague who isn't available, you can send them a phone message, e-mail, or SMS text message straight from Team Center. If you plan a meeting for a group of people, Team Center helps you quickly find the first free time slot in everyone's calendars.

Compared with a conventional switchboard, organizations that use Team Center save on average:

- 5 seconds each time somebody tries to look up a phone number
- 5 seconds each time somebody makes a call
- 15 seconds each time somebody *doesn't* need to handle an unanswered call, because it didn't go unanswered with Team Center



With Team Center, you get an overview of your calls so that you can quickly and easily:

- Handle your own calls
- Handle calls to your colleagues
- Transfer your own calls
- Transfer your colleagues' calls
- Forward your own calls
- Forward your colleagues' calls
- Redirect your individual calls if you think that a colleague would be better at handling them

Other important Team Center characteristics:

- Full-screen client for the ultimate overview of calls as well as colleagues and resources (meeting rooms, projectors, etc.)
- Optimized for full focus on handling calls
- Quickly search for available colleagues, and get an instant overview of their availability and their calendar appointments
- Web-based Administration Portal
- Because a Zylinec solution stores and processes phone numbers, e-mail addresses, and other data that can be used to uniquely identify a person, people who use the Zylinec solution are affected by GDPR. That's why you get a number of features with which you can safely use your Zylinec solution under the GDPR requirements. The Zylinec solution also has audit logging features.

Ultimate overview of co-worker availability

- Synchronized directory integration makes it easy to find the right people and transfer inquiries to them. Search in organization-wide directories from all major vendors. Users can change their personal data and change presence/forwarding settings.

- Search results combine users' calendar status, phone line states, mobile line states, and IM presence. You can view multiple users' calendars together in a Gantt diagram.



- Use the calendar integration to search for available time, and schedule meetings for groups of people. Quickly create new calendar entries for specific people or resources. The calendar integration supports Microsoft Exchange and Office 365, IBM Notes, Google, and CalDAV.
- View the line states of co-workers, just like they can view your line state. Line state overview works with Cisco, BroadWorks, Skype for Business, generic SIP, and many leading mobile service providers.
- View IM presence of co-workers, just like they can view your IM presence. IM presence overview works with Cisco Jabber, Skype for Business, BroadSoft UC-One, and IBM Sametime.

Get in touch with Zyline

The Zyline sales team has vast experience with multi-channel contact center solutions of all sizes, for all types of organizations.

They'll be happy to help you assess your needs and recommend the right implementation for you.

Contact the Zyline sales team on info@zyline.com, call them on +45 7023 2328, or chat with them on www.zyline.com.



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