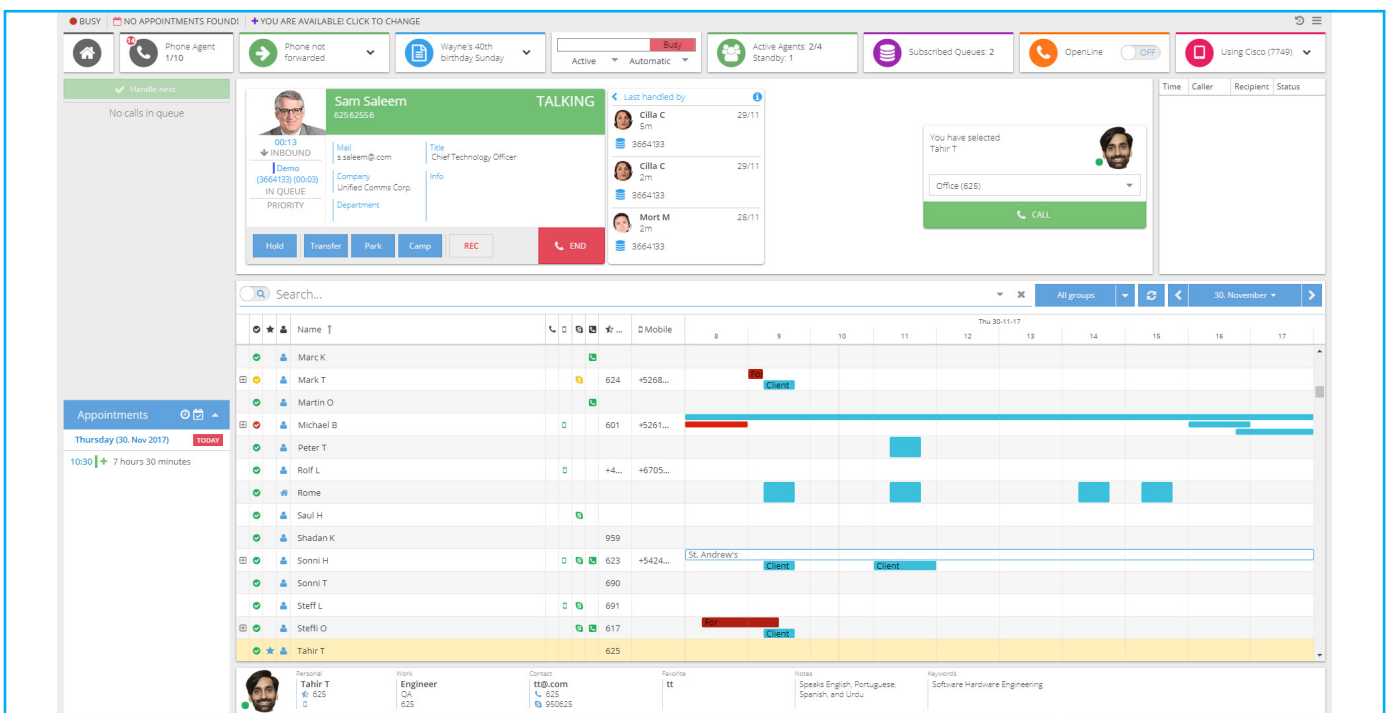


## WEB-BASED ALTERNATIVE TO THE ZYLINC DESKTOP APPLICATIONS

# ZYLINC WEB AGENT

Zylinec Web Agent brings you easy to maintain and up-to-date employee availability data with zero installation on end-user devices. The Web Agent application runs in a browser and is accessible anywhere without installing software. Furthermore, the Web Agent works on Macs. The Web Agent integrates call handling with calendar and search features which helps you find individuals across your entire organization, based on skills, availability, etc.



The screenshot displays the Zylinec Web Agent interface. At the top, there's a status bar with indicators for 'BUSY', 'NO APPOINTMENTS FOUND!', and 'YOU ARE AVAILABLE! CLICK TO CHANGE'. Below this, a navigation bar includes icons for Home, Phone Agent, and various status indicators. The main area is divided into several sections: a 'TALKING' section for the current call with Sam Saleem, a 'Last handled by' section showing a list of agents, and a 'You have selected' section for Tahir T. Below these, there's a search bar and a large calendar view showing appointments for the week of November 13-17. The calendar includes a list of agents and their availability, with color-coded bars indicating their status. At the bottom, there's a detailed view of the selected agent, Tahir T, including his contact information and skills.

## FEATURES

- Answer and handle calls
- Send messages
- View people, resources, and calendars
- Absence functionality – set your absence
- Forward your own phone
- Change Web Agent settings
- Graphical overview of call flows
- Record calls
- View who handled the caller last
- View status on transfers
- Real-time calendar updates
- Unique search feature. Search for both individual employees and skills across the company.
- Hunt Group overview

## Supported platforms



- Communication Manager
- Unified Presence & Jabber

### CALENDAR INTEGRATION



- Microsoft Exchange
- IBM Lotus Notes
- Google Calendar

Contact us directly and let us tell you how we can adjust our solutions to your company!