WHY CHOOSE AN ARG A-CLOUD Z-Hosted SOLUTION?

The Z-Hosted cloud IP hosted phone systems combines best of breed Unified Communications (UC) features into an easily scalable "all-in-one" native SIP solution. Based on secure Linux and open standard SIP (Session Initiation Protocol), Z-Hosted packs its IP phone systems full of business enhancing features that provide a wide range of enterprise-class Unified Communications services, allowing companies to gain a competitive advantage and achieve a rapid return on investment.

- **Enterprise Capabilities** – Innovative, reliable, and scalable, the Z-Hosted of IP phone systems integrates voice, video, and are loaded with business-enhancing features such as Unified Communications, integrated Fax, Voice Mail, Contact Center, Presence, Instant Messaging, Z-Hosted Mobile Communicator™, integrated. MXconference™ audio conferencing and more, to optimize collaboration and communications for businesses of all sizes.

- **Scalability** – Z-Hosted IP phone systems seamlessly scale up to meet a company's growing communications needs, often without ever requiring any additional hardware. You can expand to meet your needs by upgrading user licenses (up to the service capacity of an IP phone system), or you can deploy additional MX systems.

- **Connect Multiple Locations** – You workforce can connect from anywhere, at anytime from anywhere you have internet connectivity. With multiple options from a desk phone, softphone or mobile app, your communication can be done seamlessly and transparent to your customers.

- **Easy to Manage** – The systems are easily managed and maintained through the administrative console, referred to as MX Administrator™, an intuitive Graphical User Interface that can configure and monitor every aspect of the platform securely and remotely over LANs or WANs. You can configure and manage multiple systems at the same time from anywhere through one MX Administrator console.

- **Presence and IM** – See whether employees are available, in a meeting or out of the office and exchange secure instant messages with colleagues to streamline communications.

- **Local Support** – Do you really want to rely on call center support thousands of miles away or in a different country? With Z-Hosted, you are supported by your local certified vendor, and not just some voice on the phone. From system design, training your personnel, expansion, billing questions, and general ongoing support and maintenance, ARG is there for you.

User Seat Licenses

All User Packages include Auto Attendant, Page Groups, Operator, and ACD Groups as a standard feature. Each package type includes the following features:

FEATURES	STANDARD	PREMIUM	CONTACT CENTER (ICC)
Local Number Porting	•	•	•
Toll Free Number Porting	•	•	•
Operator Group	•	•	•
Hunt Group	•	•	•
ACD Group	•	•	•
Contact Center Call Group			•
Paging Group	•	•	•
Auto Attendant	•	•	•
Voice Mail	•	•	•
Voice Mail to Email	•	•	•
Voice Mail Transcription	$	$	$
SMS Messaging	$	$	$
Call Forwarding	•	•	•
Call Attached Data		•	•
Advanced Call Routing	•	•	•
Call Queue	•	•	•
Quit Call Queue Options	•	•	•
Music on Hold	•	•	•
In-Queue Announcements	•	•	•
Customizable Call Distribution	•	•	•
Mobile Integration – Z-Hosted Mobile for iPhone/Android	•	•	•
Conferencing - MXconference		•	•
FAX		•	•
Unified Communication Client – ZAC (Desktop Client)		•	•
Screensharing		•	•
Invite External Contacts to Group Chat		•	•
Webchat		•	•
ICC Customizable Wallboard			•
Outlook Integration		•	•
Contact Center Agent Functionality			•
Contact Center Supervisor Functionality			•
Customizable Contact Center Reporting – MXreport – Contact Center Edition			•

$ - Requires Customer Provided 3rd Party Service Provider

END POINTS

ZIP 49G

The ZIP 49G Smart Media Phone combines productivity enhancing visual communications with the flexibility of the Android operating system, accessed via a 7 inch touch screen, to deliver an outstanding user experience for business professionals. Functions and contacts may be accessed quickly via 27 programmable soft keys.

ZIP 47G

The ZIP 47G combines a hi-resolution color display and dual Gigabit Ethernet ports in a feature rich IP phone ideal for busy executives and heavy phone users. Functions and contacts may be accessed quickly via 27 programmable soft keys.

ZIP 45G

The ZIP 45G incorporates a 3.7" backlit graphical display and dual Gigabit Ethernet ports, in a feature rich IP phone suitable for the most demanding of users. Functions and contacts may be accessed quickly via 21 programmable soft keys.

ZIP 43G

The ZIP 43G is an easy to use, cost effective, business IP phone with a backlit graphical display, 3 programmable soft keys and dual Gigabit Ethernet ports. Functions and contacts may be accessed quickly via 4 context sensitive soft keys.

ZIP 450M

The ZIP 450M's 4.3" 272x480 pixel color screen can add up to 60 additional programmable keys to ZIP 49G phones. Up to 3 expansion modules can be daisy chained per each phone.

ZIP 440M

The ZIP 440M's 160x320 pixel LCD display can add up to 40 additional programmable keys to ZIP 47G phones. Up to 6 expansion modules can be daisy chained per each phone.

AZW60P

The AZW60P Cordless IP has a 2.4" 240 X 320 color screen, up to 8 concurrent calls, up to 8 DECT cordless handsets, up to 8 VOIP accounts, 30-hour talk time, up to 400-hour standby time, Quick charging 10 min charge for 2-hour talk time, charger is wall mountable.

A-Cloud offers HIPPA Compliant Solutions to any customers in the medical field who are legally obligated to only use business tools that are Health Insurance Portability and Accountability Act (HIPAA) compliant and require formal Business Associate Agreements (BAA) to be executed.

Z-Hosted MX Release 16 includes improvements to system security that are part of the Technical Requirements for HIPAA. With these product improvements, The Z-Hosted system as part of a HIPAA compliant environment. Z-Hosted has enhanced all operations in the data center to be HIPAA compliant as well. Medical customers who prefer to pay monthly for a hosted solution can have the peace of mind that any potentially sensitive information on their phone system is handled with the proper level of care.

"Having a UCaaS solution work in any capacity within a medical facility without the proper HIPAA compliance is an unnecessary risk to your patients and practice" said Mr. Osgood. "Z-Hosted has gone through great efforts to make sure that along with our partners, we can raise the bar on the competition and execute a true Business Associate Agreement, ensuring patients and practices that do business with Z-Hosted and their partners are fully covered."

FEATURES

Z-Hosted Zultys MX Mobile for iPhone and Android (Included in all seats)

Z-Hosted mobility solutions for Unified Communications allow employees to stay in contact no matter where they are. Z-Hosted Mobile Communicator is a real-time presence and communications client for Android and iPhone that delivers a complete Unified Communications experience to mobile workers by integrating them into the corporate Voice and Unified Communications system. Z-Hosted mobility solutions provide critical tools like voice mail access and management, presence, internal extension dialing, corporate directory access, and least cost routing to cut international call costs. Z-Hosted Mobile supports call group functionality, allowing users to make and receive calls for the call group extension from their smart phones. Users can also share files with coworkers over the application.
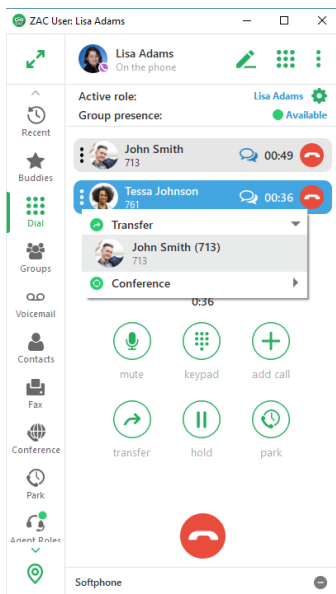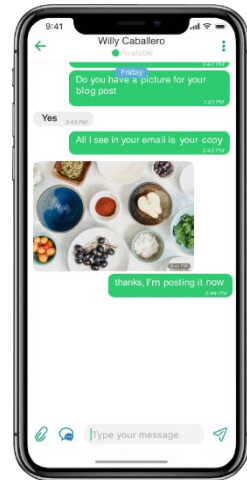
Included in the Standard User, Premium User and Contact Center User Packages.

ZAC Unified Communication Client with Softphone

Z-Hosted' UC client for desktop Z-Hosted Advanced Communicator (ZAC) integrates and manages all of your communications functions. The client lets you see the presence status of others in your company, send emails, control all your phone calls via desktop phones or a softphone, send and receive faxes, send secure Instant Messages and voice messages, share your screen, check Voicemail, and much more – all with a single mouse click. ZAC comes pre-packaged with the softphone feature. Turn the computer into a phone and unclutter employee's desks.

Included in the Premium User and Contact Center User Packages.

Z-Hosted Outlook Communicator

With Z-Hosted Outlook Communicator your Z-Hosted IP phone system can be closely integrated with Microsoft Outlook. Users have full call control and can phone contacts directly from Outlook. This product conveniently synchronizes User's Presence with Outlook calendar, allowing it to be changed directly from Outlook.

*Included in the Premium User and Contact Center User Packages.*

Z-Hosted Salesforce Communicator

Companies that have Z-Hosted Cloud Services and use Salesforce.com as their customer relationship management (CRM) system can integrate the two systems using Z-Hosted Salesforce Communicator. After a call center agent installs the software, they can make, transfer and disconnect calls from within a Salesforce window and obtain a caller's Contact information in a Salesforce screen display. Additionally, Salesforce automatically logs the call record in its database.

Can be purchased as an additional feature for any user package type.
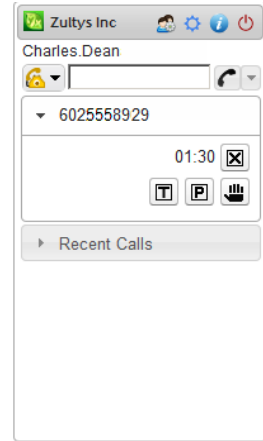
MXconference
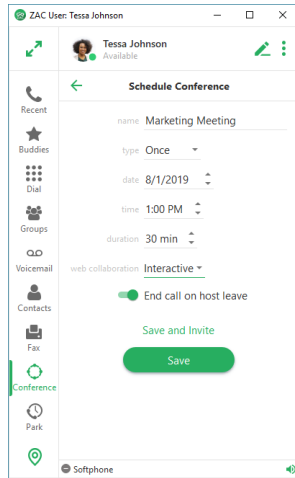
MXconference eliminates the need for costly pay-as-you go subscription-based conference services. MXconference is fully integrated with the ZAC desktop Unified Communications client, and uses a simple management window to schedule, manage and launch audio conferences through basic point-and-click commands — whether they are "on demand" or planned weeks in advance.

Included in the Premium User and Contact Center User Packages. Additional conference participator licenses available as an additional feature.

MXoutbound

MXoutbound, a fully integrated outbound dialer solution, offers a flexible and easy-to-manage automated process for reaching out to an organization's customer base. MXoutbound is appropriate for virtually any application that requires automated outbound dialing. The call message may be as simple as a single recorded sentence, or an elaborate customer survey with a series of questions asked based on previous responses.

Can be purchased as an additional feature for any user package type.
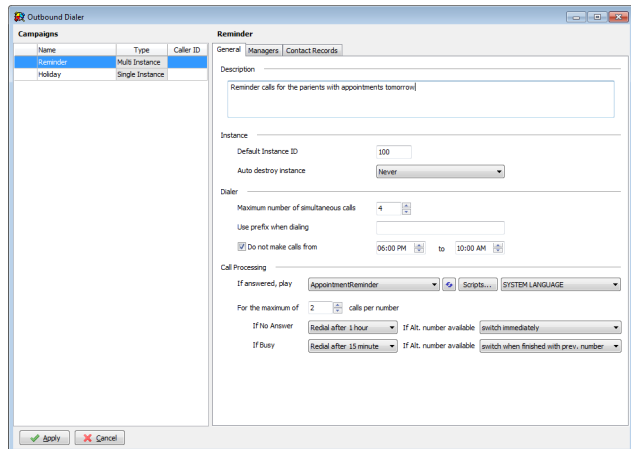
Z-Hosted Flex Communicator
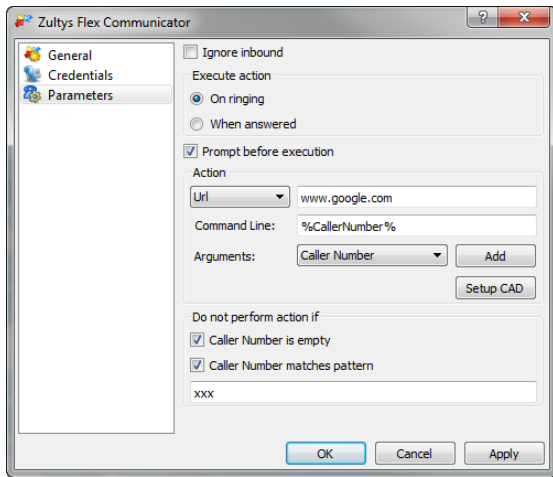
Z-Hosted Flex Communicator simplifies integration with web-based and traditional CRM and line-of-business applications. Z-Hosted Flex Communicator generates screen pops for caller information on receipt of an incoming call and can be compatible with both web-based CRM applications and programs installed on the user's computer.

Can be purchased as an additional feature for any user package type.

Integrated Contact Center Solution

The Z-Hosted Integrated Contact Center (ICC) intelligently processes incoming calls to a group of Supervisors & Agents based on administrator defined rules & real-time conditions. When there are more callers than available agents, ICC will either re-route callers or queue callers with customized in-queue messages and music that may be unique for each ICC group. Agents can be located anywhere in the world, allowing for true flexibility and around the clock coverage, without the need to relocate key talent. Contact Center solution comes prepackaged with the SuperView feature, a real-time call monitoring & statistics for multiple ICC groups in a single window.

Included in the Contact Center User Packages.
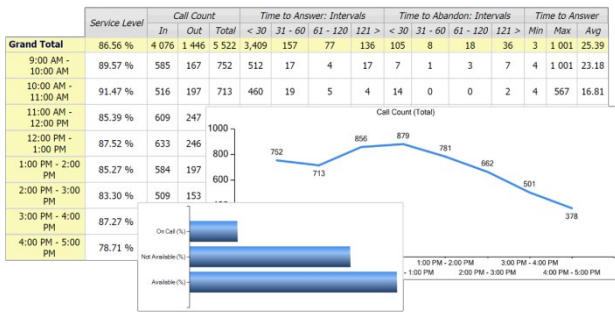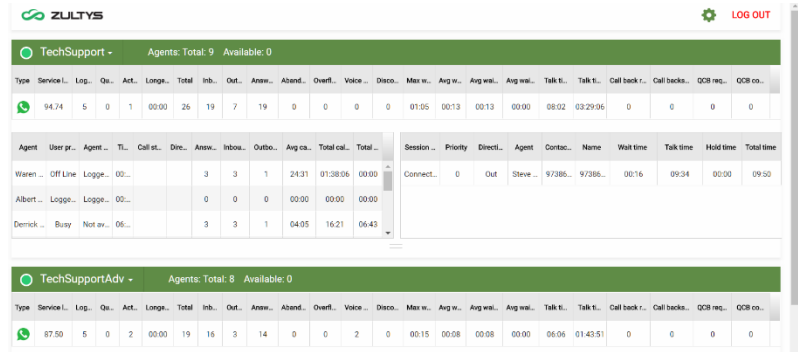
MXreport (Basic Reports Included)

MXreport gives users an ability to generate custom reports on call activity. MXreport allows users to generate their own report template as well as create graphs via a drag and drop report builder. Report scheduler automatically delivers reports via email or to a designated folder every day, week, month, and so on.

Contact Center Edition of MXreport is included in the Contact Center User Packages. CDR Edition of MXreport can be purchased as an additional feature for any user package type.

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