



ZCC 5, SP2 Boosts Productivity for the Entire Enterprise

Improve contact center performance

Speed up customer service

Give staff the tools to improve efficiency

Earn a Quick ROI by Making Your Business Run Better

Your business will earn a quick Return on Investment when you upgrade to ZCC 5, Service Pack 2. Give staff across the entire enterprise the benefits of advanced Unified Communications functionality. They will save time, and get more efficient and productive. Improvements in customer service easily lead to an increase in revenues.

- Using *Rich Presence*, everybody connects in real-time with colleagues and avoids wasting time.
- Road warriors reduce downtime if they use *Executive Mobile* to link them back to the office.
- Executives speed up decision-making with *Executive Conference* and *Unified Messaging*.
- *Unified Contact Center* enables agents to improve performance and deliver faster, better customer service.

ZCC 5, SP2 - Innovative new time-savers for specific user groups.

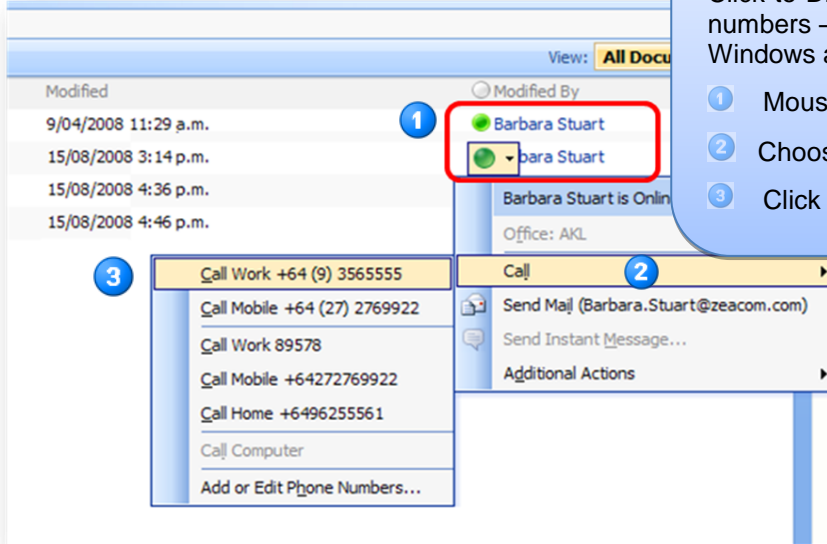
- **Contact Center Managers** can use *Worktime Reasons* reports to track all job-related agent activities and identify problem areas. Contact Center performance improves and costs come down.
- **Administrators** can save time and avoid errors caused by tedious and repetitive tasks, by editing multiple mailboxes and Presence profiles at once.
- **Customer** wait times are reduced through *Look Ahead Routing* on the IVR system, as calls are automatically directed to the queue with the shortest wait time, covering multiple PBXs across the network. Lower call abandonment results in more business.

ZCC 5 – Advanced Unified Communications in One Package

ZCC Gateway for Microsoft Office Communications Server – When you use Microsoft OCS, the ZCC Gateway will give Microsoft Office Communicator (MOC) users connectivity via their desktop phone. You can click on the screen to dial contacts in MOC and Windows applications such as Outlook and SharePoint. Users will save time, all the time.

The interoperability between ZCC 5 and Microsoft Office Communications Server (OCS) means that you can protect current investments in your PBX, and incorporate OCS into your UC solution as you see fit.

If you have Microsoft OCS, all staff will save time by using Click-to-Dial to make quicker calls – without looking up phone numbers – from Microsoft Office Communicator (MOC) and Windows applications such as Outlook and SharePoint.



- 1 Mouse over the person you wish to contact
- 2 Choose your preferred option
- 3 Click to make a call, through ZCC

With the ZCC Gateway for Microsoft Office Communications Server your business can take advantage of Microsoft's global performance, as well as ZCC's proven telephony enhancement expertise and advanced UC features. There is no need for 'rip and replace'.

Redundancy – Improvements in SP2 include an updated Redundancy module to protect your operation in the event of system failure.

Full support of Voice Messaging Auto Attendant – No conflict between '1-Touch Menu Options' and direct dial of an extension. Administrators configure the right choice in System Setup.

Early Introduction Program – ZCC 5, SP2 includes key additions to the Early Introduction modules:

- *ZCC Executive Conference* takes the hassles out of conference calls, saves your staff time, prevents missed calls, reduces the need for travel and completely does away with conference gateway costs. *New features:* email and calendar integration (i-cal attachment) / participant isolation / 'blind' set-up from phone instead of desktop / support for NEC SV8100, SV8300.
- *Unified Messaging for Lotus* brings together fax, email, voice messaging and greetings into a single application. Lotus calendar drives your voice messaging greetings and plays an expected return time to callers.
- *ZCC Executive Mobile* gives your road warriors access to the productivity tools they have in the office, including messages on the landline and mobile phone, the Corporate Contact Directory, and a Presence view of colleagues in the office. *New features:* available on more devices to keep executives in touch.
 - BlackBerry 8830 / Nokia N95, E51,6121 / Sony Ericsson P990 / Palm Treo / Okta Boss, Agent and Touch (HTC phones provided by Sprint) / Samsung SCH-1760 / Windows Mobile v5 and v6 mobiles



Visit Z-Net – Your New Information Resource

To find out more about the new ZCC 5 functionality and its business benefits, talk to your Account Manager, or register on Zeacom's new Extranet website: www.zeacom.com/z-net. Z-Net provides exclusive information resources and support materials for ZCC resellers and customers.

Support implications for customers on ZCC version 3.1 or earlier

Please note – End of life: Zeacom's normal practice is to no longer support software versions that precede its most current software by 1 version or more. Customers using v3.1 (released in 2003) or earlier, will find their software no longer supported from January, 2009. Please discuss an upgrade with your account manager.

For more information about ZCC and Zeacom, visit zeacom.com