Zulu UC Desktop and Mobile Integration

Productivity and Collaboration

Communicate & Collaborate More Effectively with Zulu UC

Business communications has evolved to adapt to the demands of today's flexible workforce. Productivity no longer occurs just in the office, but also during commute, during a business trip or when roaming across office locations.

Zulu UC unifies business communications centered around the user experience, making all the productivity and collaboration tools available to the user, at any time of the day and on all their devices.

Zulu UC is desktop and mobile integration for businesses using PBXact and FreePBX phone systems, delivering productivity and collaboration tools through a single application which users can install on their Windows or MAC workstations and iOS and Android mobile devices.

Powerful Softphone Features

Team Chat

Chat with colleagues from wherever you are, whenever you want. Messages will always be delivered whether your colleague is online or not. Chat notifications let you know when you've received a message.

Visual Voicemail

Receive voicemails sent to your extension directly on Zulu Desktop and Zulu Mobile. See who left you the message, what time, play or delete the message.

Push Notifications

Zulu Mobile supports push notifications which means the mobile app does not have to be running on your device to receive phone calls or chat messages. This feature saves the battery on your devices.

File Transfer (Zulu Desktop)

Within the same interaction screen of the person(s) you are talking with, you can instantly share files to increase productivity instead of email or using other tools, taking you away from your focus.
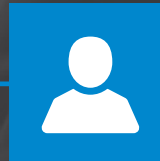
Presence Control

Both Zulu Desktop and Mobile clients have presence control to change availability status across all endpoint devices for the same extension.

Security

Both Zulu Desktop and Mobile clients support TLS (Transport Layer Security) which makes Zulu very secure, without worrying about privacy issues. Hackers cannot gain access to the client to see any of your data or communication, even when connected over a WiFi connection.

Desktop and Mobile App

Zulu UC is the ultimate communication and collaboration tool, enhancing work place productivity for on-site and remote workers. With Zulu UC, you define your work place environment, enabling workstations, laptops and mobile devices with unified communication features, keeping you closely connected with all your colleague, where ever they are located.

Zulu Desktop

Make/Receive phone calls directly from your laptop or desktop computer.

» Make/receive phone calls using your extension
» Chat with colleagues using direct and group messaging
» Dial-by-Name using phone system's contact list
» SMS and Fax (for SIPStation users)
» Presence control (Available, Chat, Away, DND, Not Available)
» Unattended Transfer
» File sharing
» Visual Voicemail
» Click-to-Call from your browser and other popular desktop applications
» Supported on Windows, Mac OSX and Linux

Zulu Mobile

Fully integrated with iOS and Android devices, so you can take your office extension with you.

» Make/receive phone calls using your extension
» Chat with colleagues
» Dial-by-name using phone system's contact list
» Presence control (Available, Chat, Away, DND, Not Available)
» Push notifications
» Unattended Transfer
» Visual Voicemail

Zulu

Jerome Matthews
2056

Brett Gibbs
2057 | View profile | # 4 groups in common

Today

Brett Gibbs 10:53

Jerome Matthews 10:54
Uploaded this image: share.png

Download
Share

Jordan Kelley
is calling you

12

Zulu UI / UX

Zulu Backend

Brett Gibbs

Bernard Freeman

Brett Gibbs is typing...

✓ Chat

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Unified Communication Phone Systems

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Five Things to Look for in Your Next Small Business Communications System
Download Whitepaper
Unified Communication Phone Systems

Easy Installation

Zulu Desktop and Zulu Mobile clients are very easy to install allowing end users to get connected immediately.
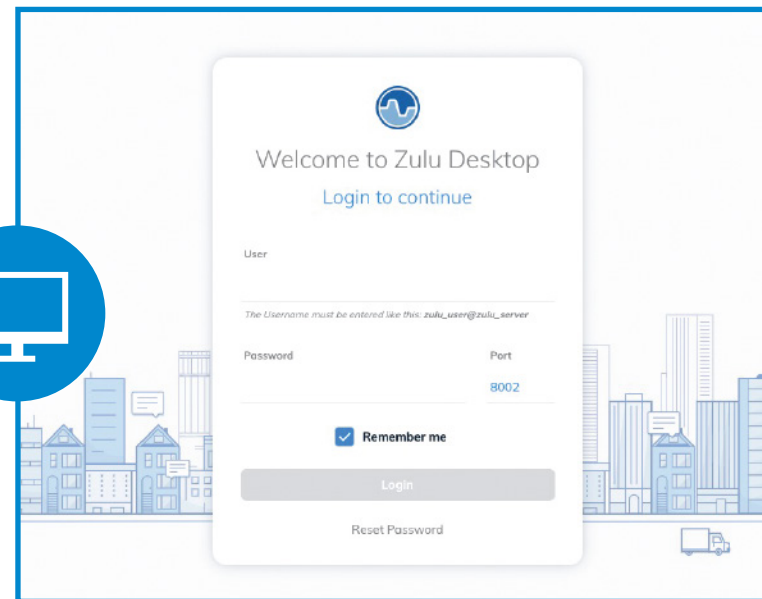
Zulu Desktop

Download for Mac, Windows and Lixux computers from
https://wiki.sangoma.com

Login with your existing credentials and you're done!

Zulu Mobile

Download the app from the Apple store or Google Play store (free-of-charge).

Setup using you're existing crendentials or using the QR code feature within your UCP panel from FreePBX/PBXact.

Use Cases

New Businesses

Managers stay connected to their office by taking their extension with them, answering calls, sending/receiving team chat messages and with visual voicemail, all while keeping their personal number private.

Offices don't need physical desk phones since Zulu desktop is fully featured and compatible with popular headsets.

Help Desks

Help desks can work efficiently with features like Screen-pop to automatically bring up customer profiles upon incoming calls, and CRM integration. Click-to-call allows support staff to call quickly call customers and colleagues without manually dialing numbers.

Team chat makes it easy for agents to communicate with each other during calls in order two get assistance when they need it the most.

Retail and Manufacturing

Retail owners and manufacturing managers can stay in touch with their colleagues while away from their sites.

Tighten your reach between the factory and the office by exchanging information on the spot to resolve issues without visiting the location.

All Features

Desktop Client

Basic Features:

» WebRTC based phone calls through FreePBX/PBXact
» Place call by contact name

Calling Features:

» One-click calling from desktop or nearby deskphone
» Hold
» Mute
» Unattended transfer
» Forward
» Visual Voicemail
» One-touch speed dial
» Multiple calls at the same time
» Call history
» Early media

Chat Features:

» Direct user messaging
» Chat rooms for group messaging Full suite of emojis
» Message notification and time stamps
» Saved message history
» File sharing
» Full suite of emojis

Fax Features:

Requires the FAX Pro module

» Send/receive faxes

SMS Features:

Requires SIPStation SIP Trunking Service

» Send/receive SMS messages to user contacts or manually
» Message history

Contact Features:

» Access to all PBX user contacts (Based on permission)
» Dial by contact name
» Send SMS/Fax to recipients
» Dial by phone number

Click-to-Call

Basic Features:

» Dial phone numbers embedded on websites and Microsoft Outlook contact list and/or message body
» Ability to dial internal extensions
» Option to dial from Zulu Desktop or nearby desk phone

Activated Features when Combined with the CRM Link Module:

» Click-to-Call phone numbers from within web-based CRMs

Call Pop

Basic Features:

» Automatically open browser on inboun calls

Activated Features when Combined with the CRM Link Module:

» CRM integration for browser-based
» systems
» Automatic display of CRM accounts/contacts/leads via URL lookup on inbound calls

Browser/Email Client Support:

» Google Chrome
» Mozilla Firefox
» Microsoft Outlook 2010/2013, Office 365

Mobile Client

Basic Features:

» Make/receive phone calls using your extension
» Chat with colleagues
» Dial-by-name using phone system's contact list
» Presence control (Available, Chat, Away, DND, Not Available)
» Push notifications
» Unattended Transfer
» Visual Voicemail

Administration

User Permissions:

» Softphone, Chat, SMS & Fax granular permissions available via FreePBX/PBXact admin UI

Compatibility

Phone System:

» FreePBX/PBXact 14 and above

Zulu Desktop, SMS, Fax:

» Windows 7 and above
» MacOS 10.8 and above
» Ubuntu Linux 12.04 and above

Mobile

» iOS 11 and above
» Android 6.0 and above

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www.sangoma.com/zulu