Zylinc LIBERATING
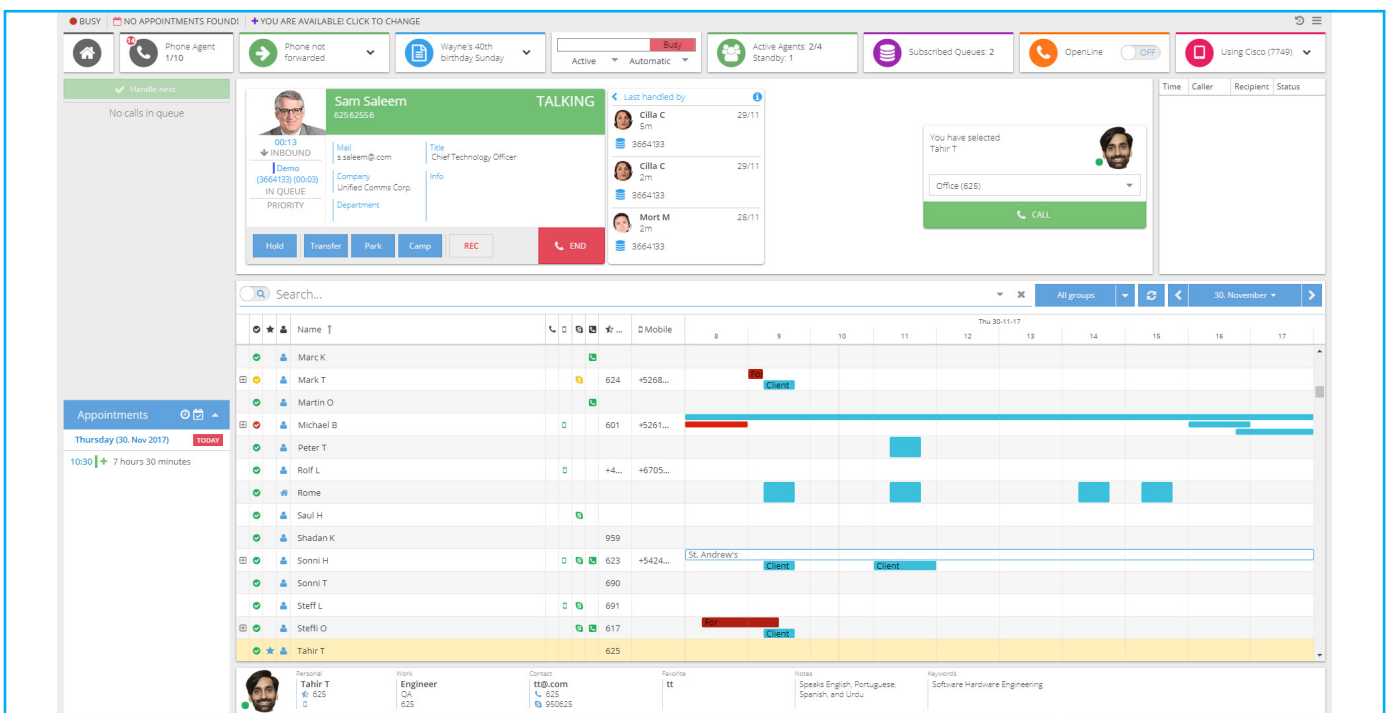
WEB-BASED ALTERNATIVE TO THE ZYLINC DESKTOP APPLICATIONS

ZYLINC WEB AGENT

Zylinc 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.

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

broadsoft

Skype for Business

CISCO
- 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!