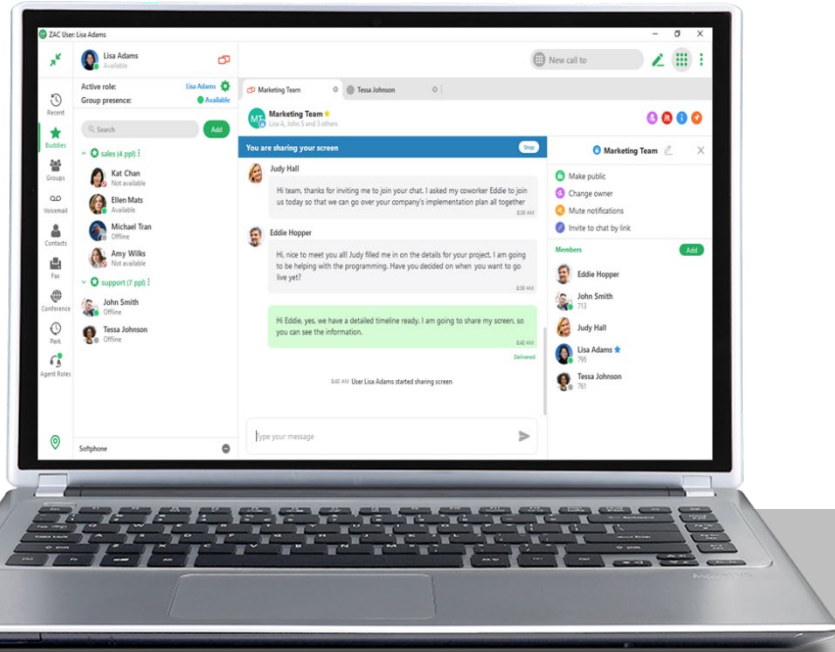


COMMUNICATION

iConnect ZX

iConnectZX™ is an Award-Winning Unified Communication platform that streamlines the way your company interacts both internally and externally with your clients. Optimize your team's efficiency by providing a single solution for scalable phone, message, and video interaction to increase revenue, speeds time to market and elevate customer satisfaction from a single platform.



99.999%
UPTIME

White Glove



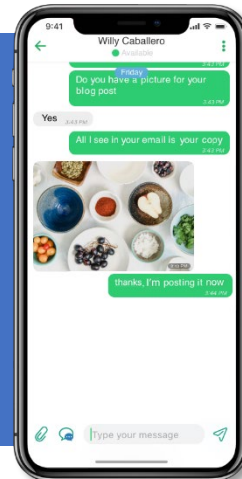
Collaborate with internal and external contacts



SMS Text with your mobile workforce, clients and patients

- Organize your contacts into groups for easy coordination of project meetings and ongoing communications
- Stay connected no matter where you are with the iConnectZX™ desktop, browser and mobile apps

- Integrate with your CRM and EHR platforms to save time and improve customer service
- Automatic and on-demand call recording – press record at any time and capture the entire call
- Advanced Contact Center with detailed analytics



iConnectZX™ Mobile

- Push Notifications
- Pull Calls
- On-Demand Recording
- Control Caller ID
- Advanced Call Controls

Key Features

- Easy access to corporate employee directory, instant messaging, voice mail, and contacts
- Instantly know the status of team members and place calls, send messages, or voice mails with a click of a button
- Handle calls through an easy to use interface and utilize intuitive drag-n-drop options to transfer calls
- Built-in softphone
- Team messaging and conference calling
- Voicemail notification rules that determine how voice messages are handled
- Send and receive FAX messages
- Browse the corporate directory, create personalize buddy list and save custom contacts Send SMS messages from iConnectZX™
- Screenshot with coworkers and users outside your organization
- Share files with coworkers via secure IMs
- Invite contacts outside the organization to join the collaboration
- Automatic and on-demand call recording – press record at any time and capture the entire call
- Designate any phone as your business phone – a SIP phone, an analog phone, a mobile phone or home office phone. Easily switch between one phone and the other in seconds
- ScreenDial feature allows a user to highlight a telephone number in any application and have iConnectZX™ dial the highlighted number
- Support for Call Group functionality. Agents can log into multiple call groups and handle incoming and outgoing calls for the groups in iConnectZX™
- Take notes and record account info within the application; notes can be transferred to coworkers along with the call

The ComTec Customer Experience

Technology Consultants

- Demonstrate Solution Enhancements
- On-Going Consulting on Feature Upgrades / Business Integration
- Perform Additional Training

Customer Success

- Manages Customer Experience
- Education resources to get the most from your investment
- Coordination of ComTec resources to address any issues or needs



Finance Support

- Ensures visibility and accuracy of invoices and payment options
- Training on using ComTec Billing Portal
- 1st Bill Review

Service Delivery

- Manages Core Project Deliverables
- Single Point of Contact thru Deployment and Acceptance
- Ensures a Seamless Handoff to Customer Support

Customer Support

- Manages Help Desk Operations and Escalations
- Relationship-Driven Support and Engagement
- Conducts Service Portal Review