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To Whom It May Concern:

Our office was running on an extremely outdated phone system that did not give us options for reporting, and was somewhat restricted as to the functions we could utilize to help maximize production in our office. We were looking for an upgrade that would allow us the flexibility to direct calls to proper departments in multiple different ways as well as having access to reporting that would allow us to monitor and follow up with additional training, or suggestions, for higher productivity.

The Zultys Phone system and the Mxie program have given us the freedom to transfer calls and messages in multiple ways. It has also given us the amazing Instant Message feature that we utilize to avoid direct calls to extensions. We were also able to help design our extension setup and worked closely with technicians from CIT to make sure that each extension and user was set up to maximize their usage of the many features available through this system. We are also able to run productivity reports on extensions, call groups, etc...to make sure that we are functioning at the highest level to provide our patients with an efficient experience when contacting our office. From the reports we are able to run, we can make adjustments throughout the system as needed.

We are members of the CTAP program and have been provided excellent customer service each and every time we need to contact the office. Our problems are fixed almost immediately and someone is always available to adjust our system as changes arise.

Overall, I would highly recommend the Zultys system with the Mxie program. It has made a huge difference in our office and has helped to increase our productivity within multiple departments. If you have any additional questions, feel free to contact me at any time.

Best regards,
Kristin Krebs
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