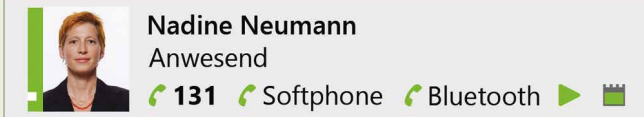# ProCall Enterprise
smart erweiten

The unified communications & CTI software suite **ProCall Enterprise**, can be expanded in its functional range with further, complimentary estos products, in order to fully exploit the comprehensive potential of a modern communications software solution:
- With **ProCall Analytics**, the resulting communication data
  is additionally evaluated and clearly displayed
- **ixi-UMS** enables the use of fax, voice and SMS
- The integration of **MetaDirectory** creates the basis for business process integration

ProCall

Nadine Neumann
Anwesend

131   Softphone   Bluetooth

As diverse as a company communicates on a daily basis, all of these communication features run with **ProCall Enterprise** in one application.

estos GmbH
easy communication since 1997

estos GmbH is an independent manufacturer of innovative building blocks for unified communications. Since 1997, estos has been developing professional standard software for small and medium-sized companies that improves their business processes in communication-intensive areas.
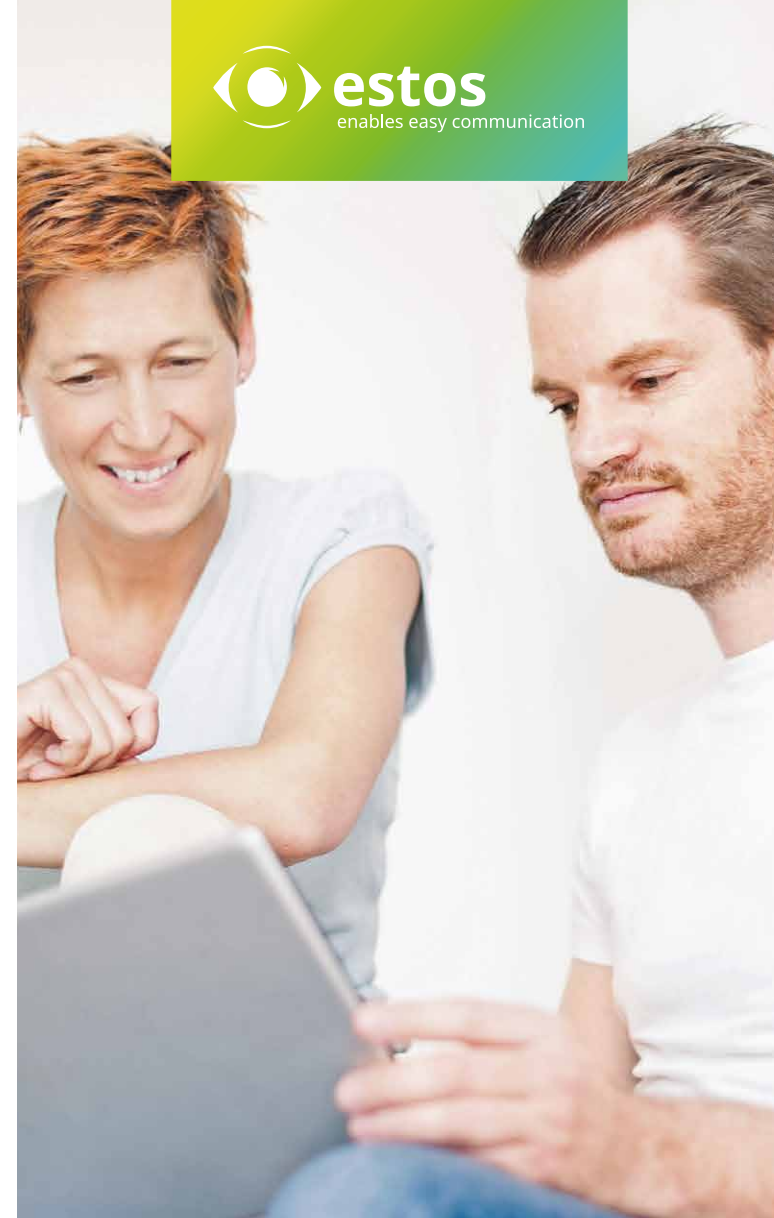
As a technology leader, estos has expertise in computer telephony integration (CTI), unified messaging software (UMS), SIP, XMPP, LDAP, and WebRTC-based applications that enable uncomplicated audio/video communication. Constant investments in research and development create innovations and turn estos' products into trend-setting originals. Its core markets include Germany, Austria, Switzerland, Benelux and Italy.

estos GmbH has its headquarters in Starnberg, near Munich, as well as operating a Knowledge Center Messaging in Olching, a development subsidiary in Leonberg, an office in Berlin and branches in Udine, Italy and Doetinchem,
the Netherlands.

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ProCall Enterprise

How to fully exploit the potential of modern communications software

Try us
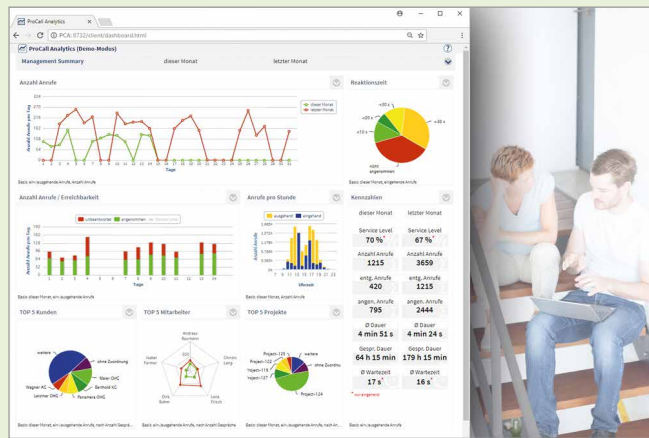### 45 days without registration

estos.com

⭕ + ProCall Analytics
Evaluation of communication data

Smooth integration with ProCall Enterprise minimizes the need for configuration. All communication data is automatically sorted and evaluated in real time

Joachim Frenzel, ProCall Analytics Product Manager:
„These evaluations enable companies to identify weak points, optimize processes and thereby ensure long-term service quality."

⭕ + ixi-UMS
Expansion of communication channels

The **ixi-UMS** unified messaging server integrates with the ProCall Enterprise solution: Users can send faxes directly from their client. The technical processing is handled by the unified messaging server **ixi-UMS.**

Bernd Kattner, ixi-UMS Product Manager:
„ixi-UMS expands on the high-functionality of ProCall Enterprise with the additional channels of fax, voice and SMS. The combination of these two products makes ProCall Enterprise and **ixi-UMS** a unified messaging and unified communications suite serving all major communication channels in the company."

⭕ + MetaDirectory
Integration into business processes

By connecting **MetaDirectory** to ProCall Enterprise, caller information is displayed as soon as the call is received.

Joachim Frenzel, MetaDirectory Product Manager:
„With the help of **MetaDirectory**, we interlink business processes already automated in ERP, CRM and industry solutions. As a result, information such as the name, the customer number and any recent orders, are already available when the call is received."

ProCall Analytics is an add-on module for ProCall Enterprise that evaluates communication data and presents it clearly. The software provides a quick overview of availability and call volumes. Evaluations can be displayed in all common browsers and additionally
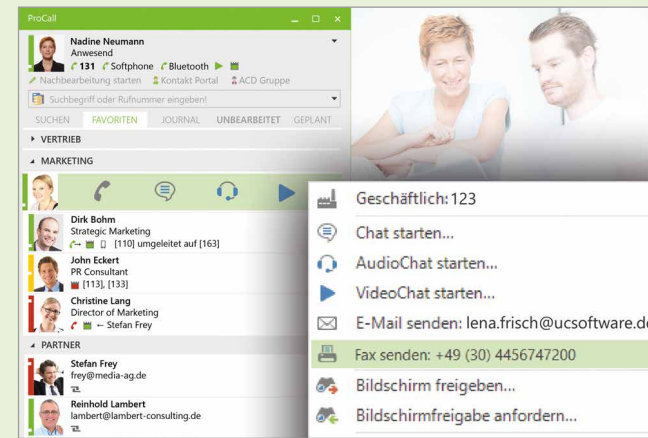
ixi-UMS is a unified messaging software that manages fax, voice and SMS services under one interface – being sent and received in their familiar messaging client such as Microsoft Outlook or IBM Domino.

MetaDirectory combines a variety of company-class contact data sources into a single, company-ready directory for a perfect overview

More Information:
estos.com/products/procall-analytics ➜

More Information:
estos.com/products/ixi-ums ➜

More Information:
estos.com/products/metadirectory ➜