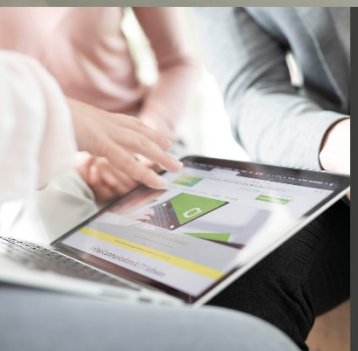
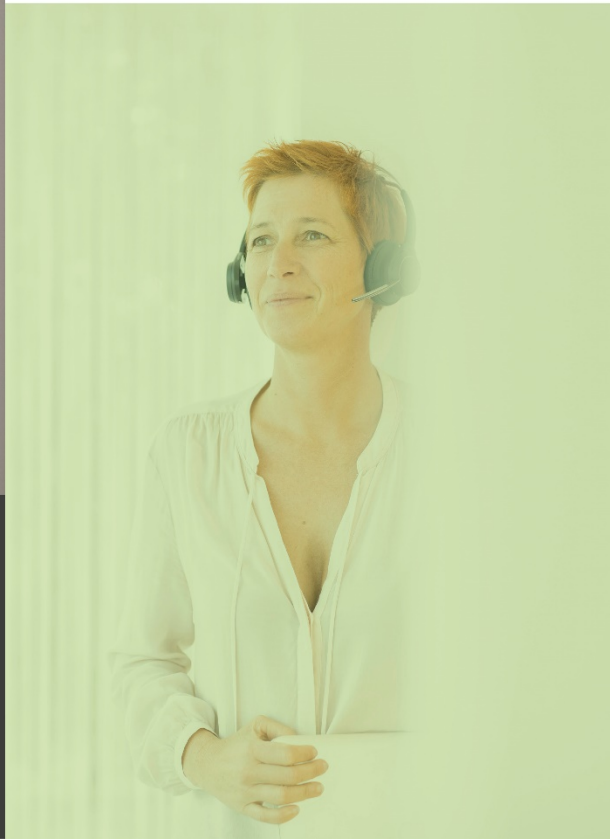
estos

enables easy communication



ProCall 7 Enterprise

Unified Communications & CTI Software Suite



Why

ProCall 7 Enterprise?

Prize-winning presence management stringently continued!

Presence management as the basis for the flexible workplace

and working time models of tomorrow

Available

Busy

Absent

Not logged in

CAP
The alignment of the "crown" on the profile picture explains the color of the presence ring for people with a handicap and therefore the presence state
4 Directions = 4 Colors

Clockwise
Rotating to the right symbolizes the future and openness to innovation

Large image
Profile picture surrounded by a presence ring with CAP

Medium image
Presence ring with CAP

Small Image
Colored circle =
Missing in the presence ring

Information area
Name (Z1)
Dynamic background information (Z2)

Presence area
Profile picture or initials
in the presence ring with CAP

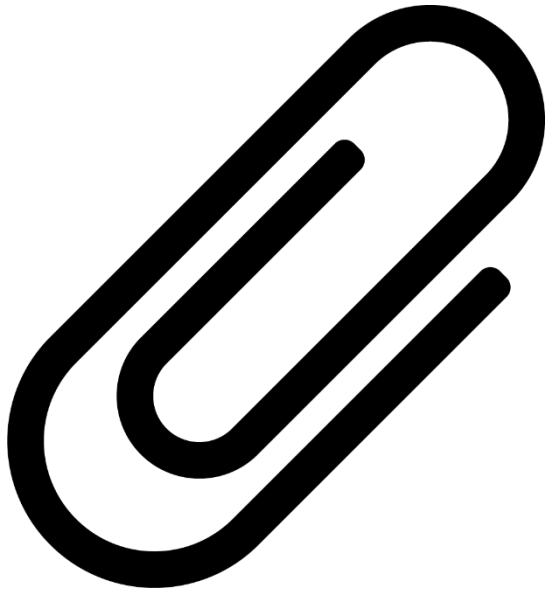
Action area
Managing communication
and cooperation

Lena Frisch
Mobile available

Lena Frisch
→ Stefan Frei

Lena Frisch
Break - until 13.30 pm

Share simply!



ProCall makes it easy to share and exchange content with colleagues

Today

😀 Here we go!

Stefan Frei - 14:47

wish you a successful day

14:48

Maximum file size configurable

Blacklist for file types

Data cleansing on the UCServer

Control the chat!

With the chat search, reply and forward function you have ProCall chat under control

Today

Easily share information with replies and forwarding in chat. Now for ProCall 7 Enterprise!

Stefan Frei - 10:23

> Easily share information with replies and forwarding in chat. Now for ProCall 7 Enterprise!

👍Wow. That's great!!!

10:27

Superior search after chats and news

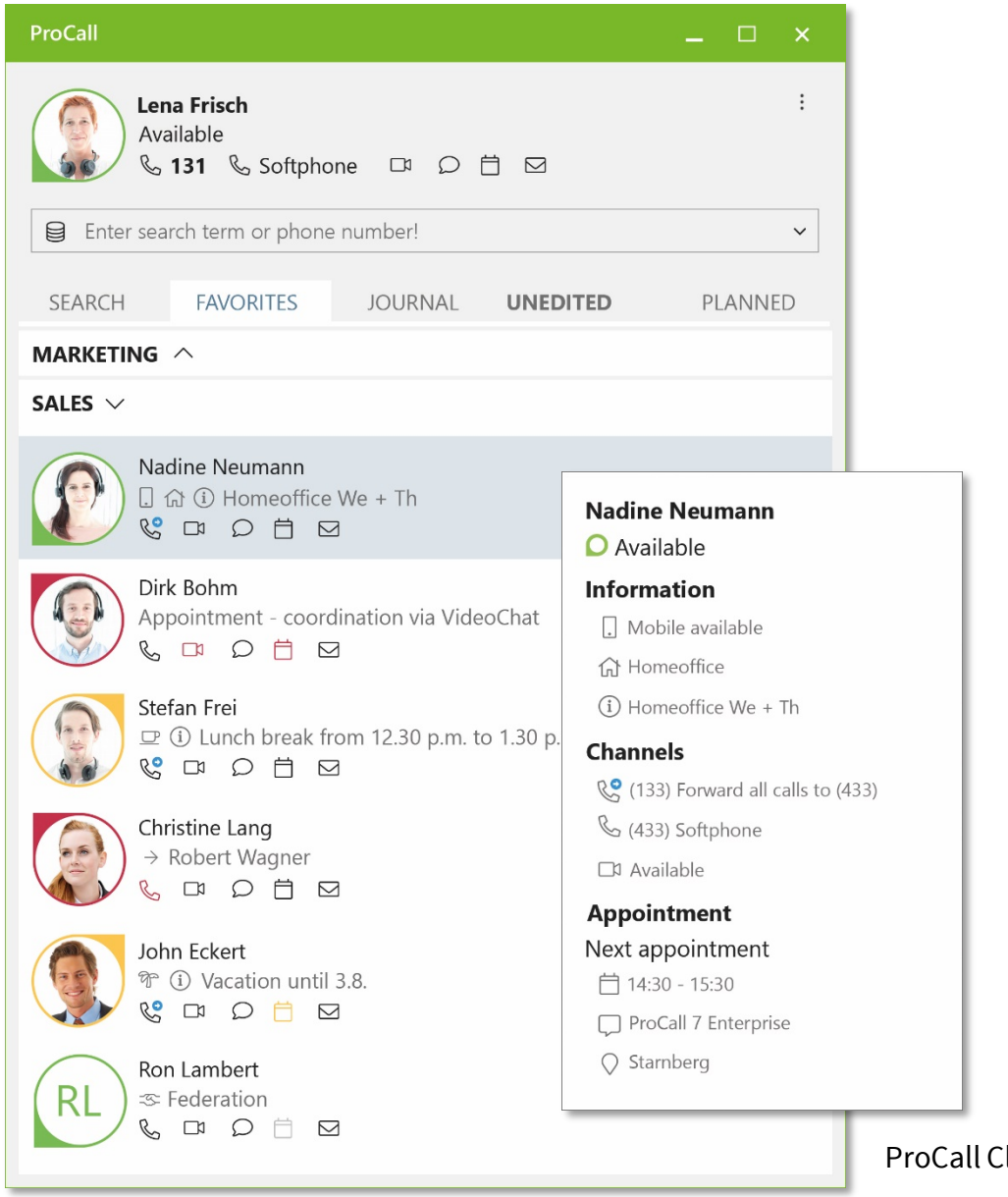
Search within a conversation

What is new

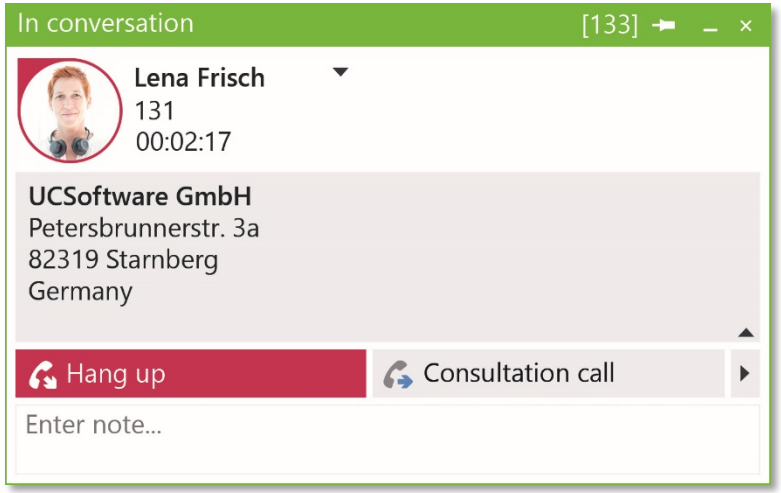
in ProCall 7 Enterprise?

User interface improvements

- Modernization of the presence area
  - Round display of user images
  - Presence ring with CAP
- Differentiation of presence, information and action areas in ProCall for Windows
  - Presence area: Profile picture or initials in the presence ring with CAP
  - Information area: Name (line 1) and dynamic background information (line 2)
  - Action area: Managing communication and collaboration
- Adaptation of the Google Material Design Guidelines in ProCall for Android

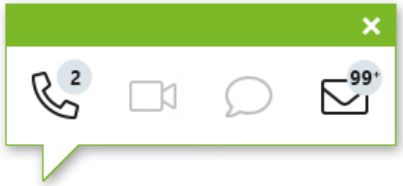


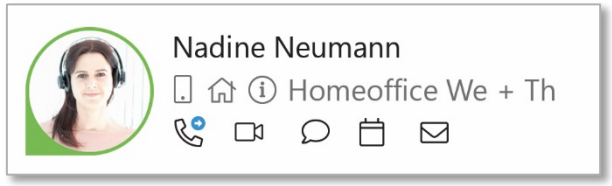
ProCall Client with favorites view and tooltip



Call window telephony

Speech bubble



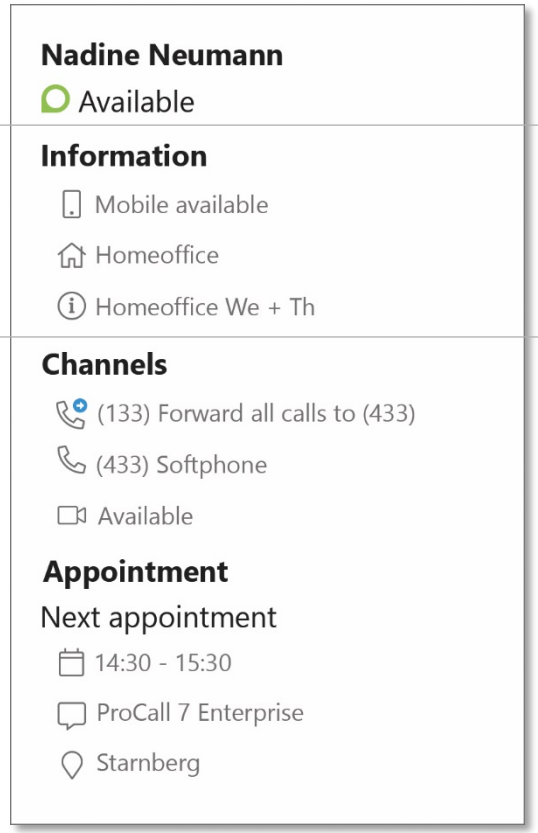


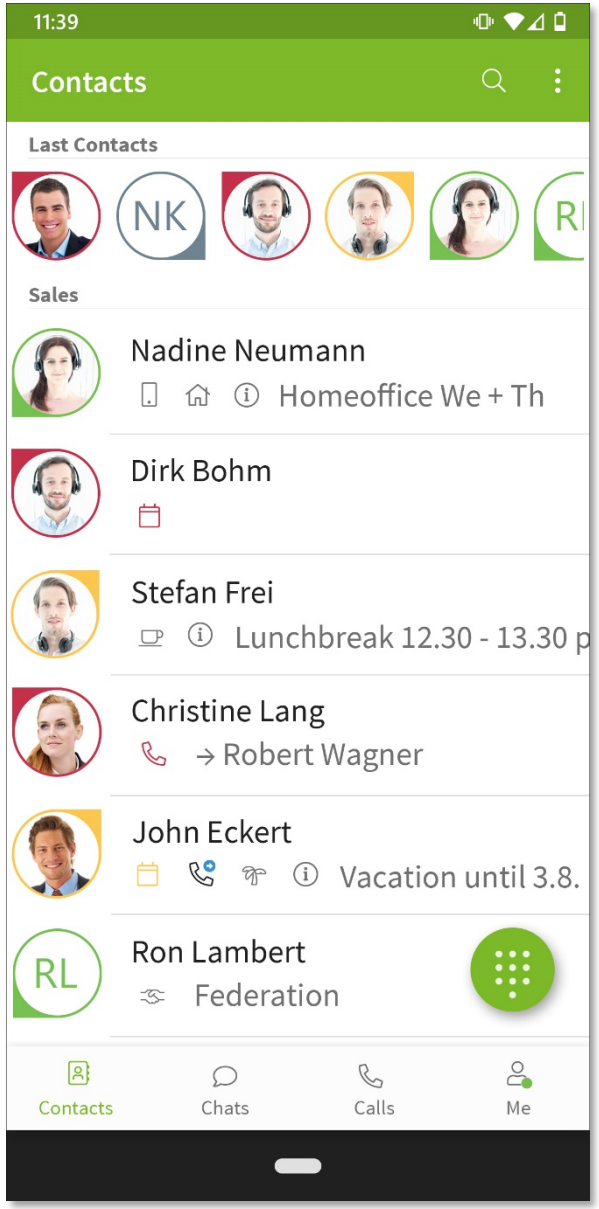
Presence area

Information area

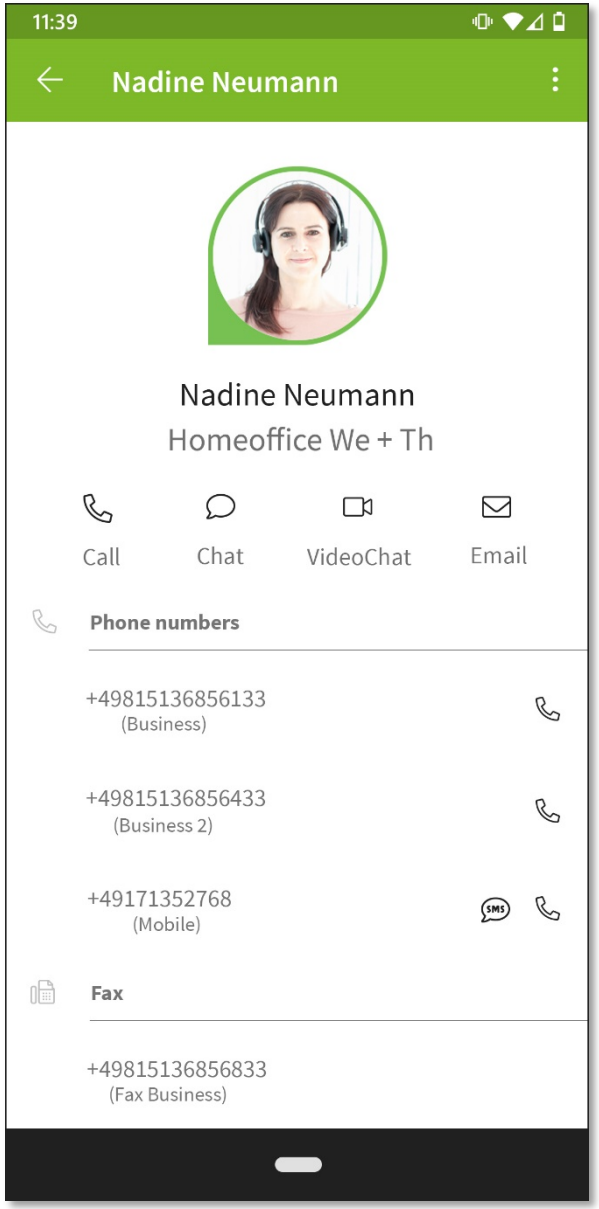
Homeoffice We + Th

Action area





Contacts view

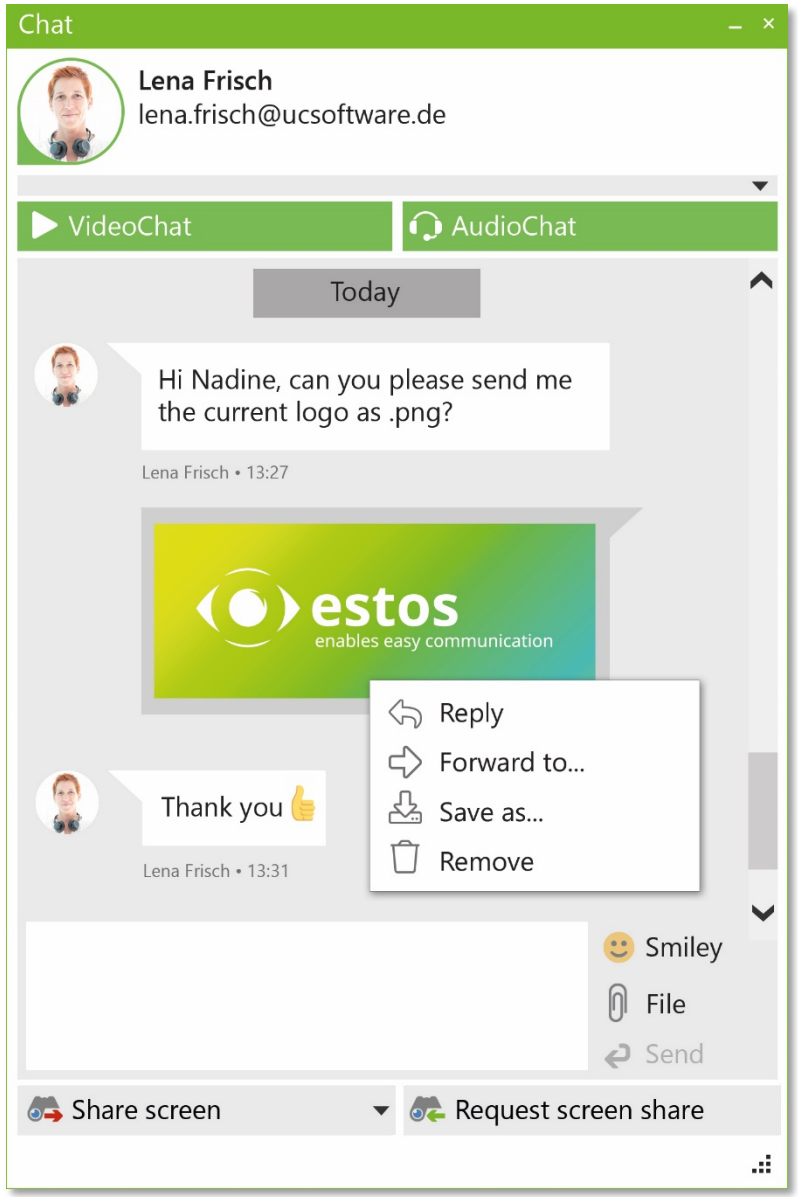


Contact details view

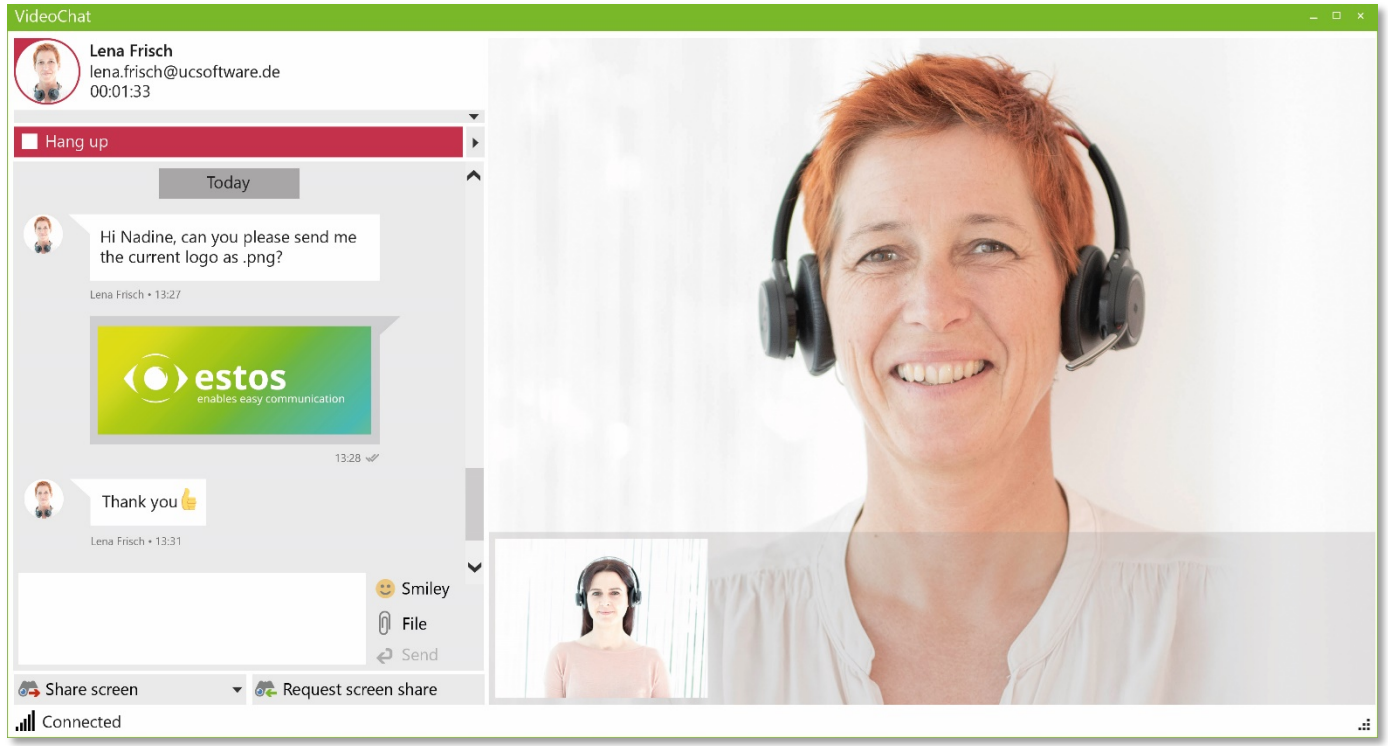
Easy sharing of content

Share files, photos and videos with ProCall for Windows, iOS and Android

- Transmission via the existing server interface
  - No additional configuration necessary
  - Maximum configurable file size (max. 25 MB)
  - Optional: Transmission encryption (TLS) possible
- Central storage location for content
  - File location configurable in the UCServer Administrator
  - Maximum amount of mass storage available can be limited (quota)
  - Content stored as unreadable
  - Optional: Automatic cleanup of stored content
- Blacklist for file types
  - Default setting (see Outlook)
  - Freely configurable



Text chat with file sharing, replying, forwarding

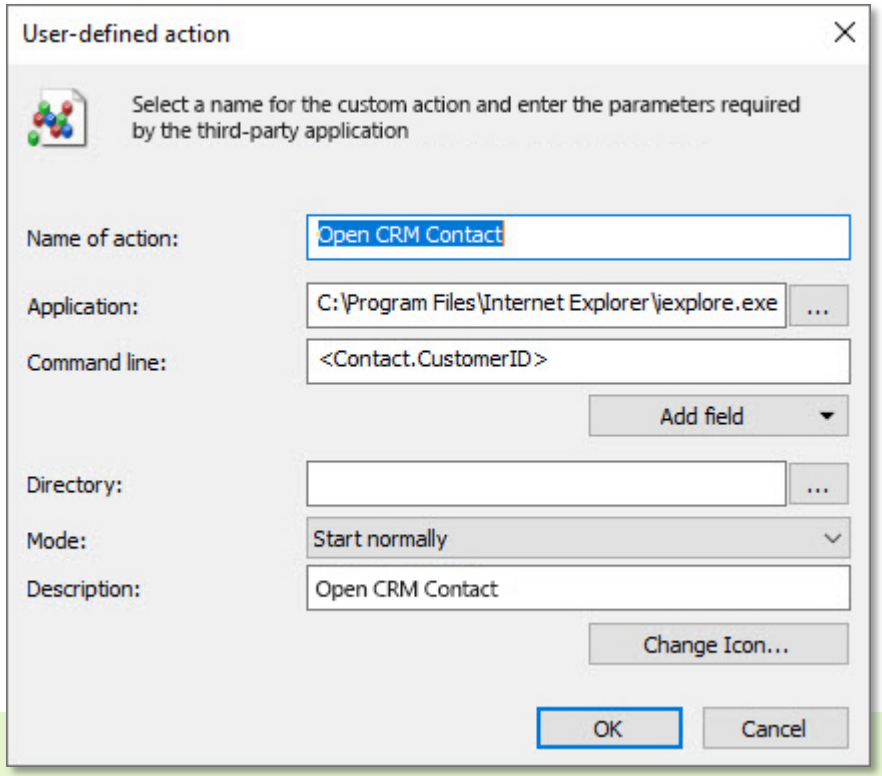


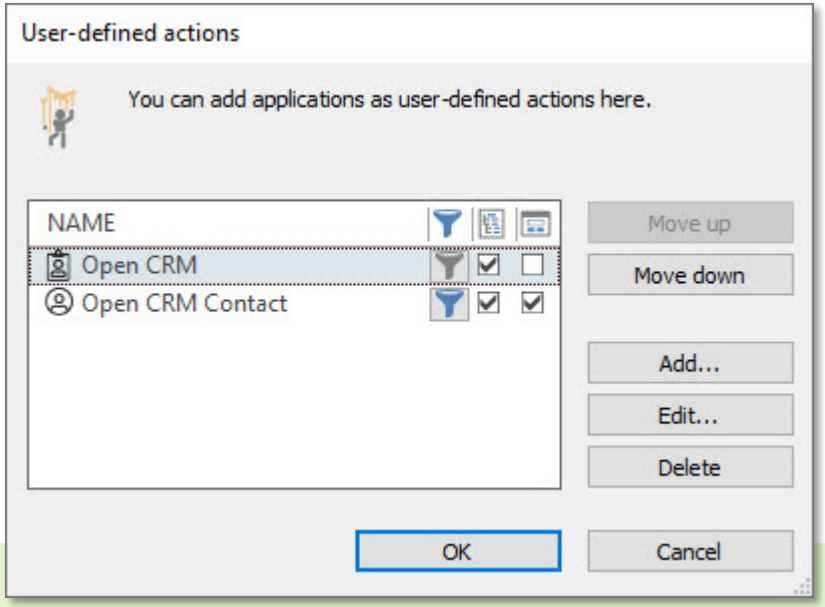
VideoChat chat window

Simplified adaptation for business process integration

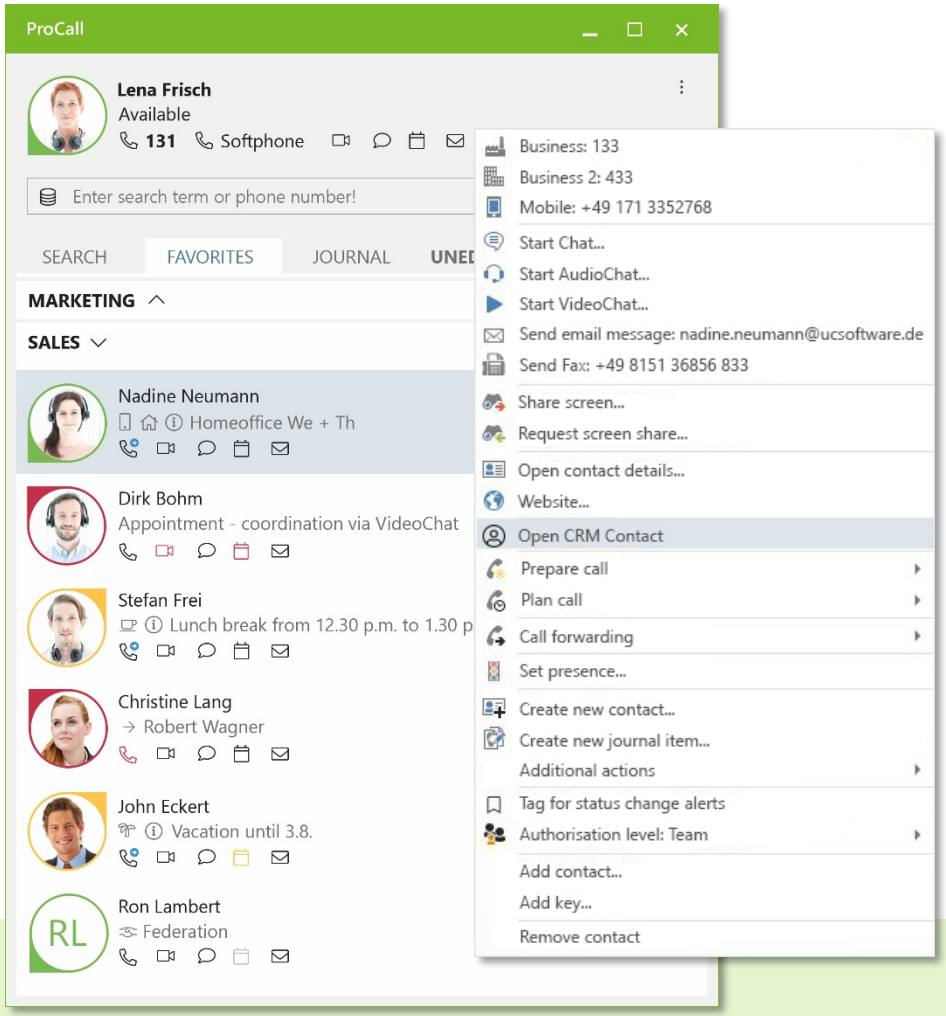
- Configuration via user-defined actions
  - Parameterizable call-up of third-party applications
  - Access to dynamic (e.g. active call) or static (e.g. MetaDirectory) data
  - Individual or administrative configuration

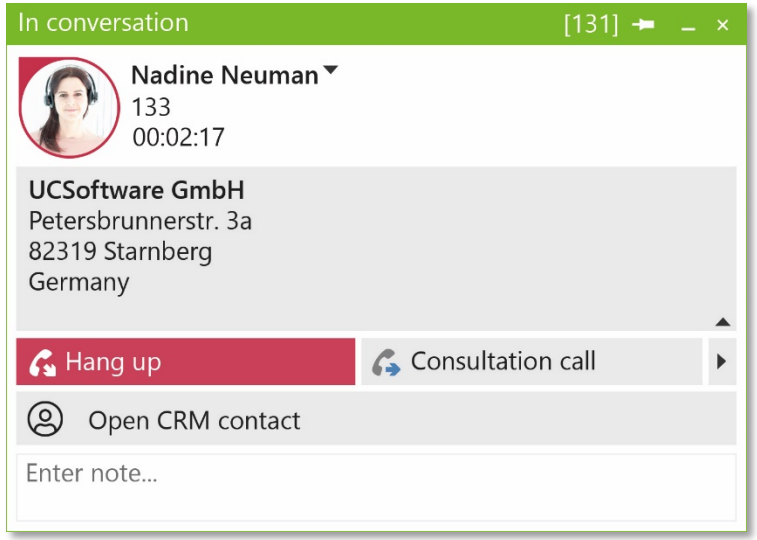
- Menu or call window integration in ProCall for Windows
  - Context menu can be extended with contact specific actions
  - External applications can be started via the main menu
  - Individual buttons with their own icons can be integrated in the call window





Open CRM contact



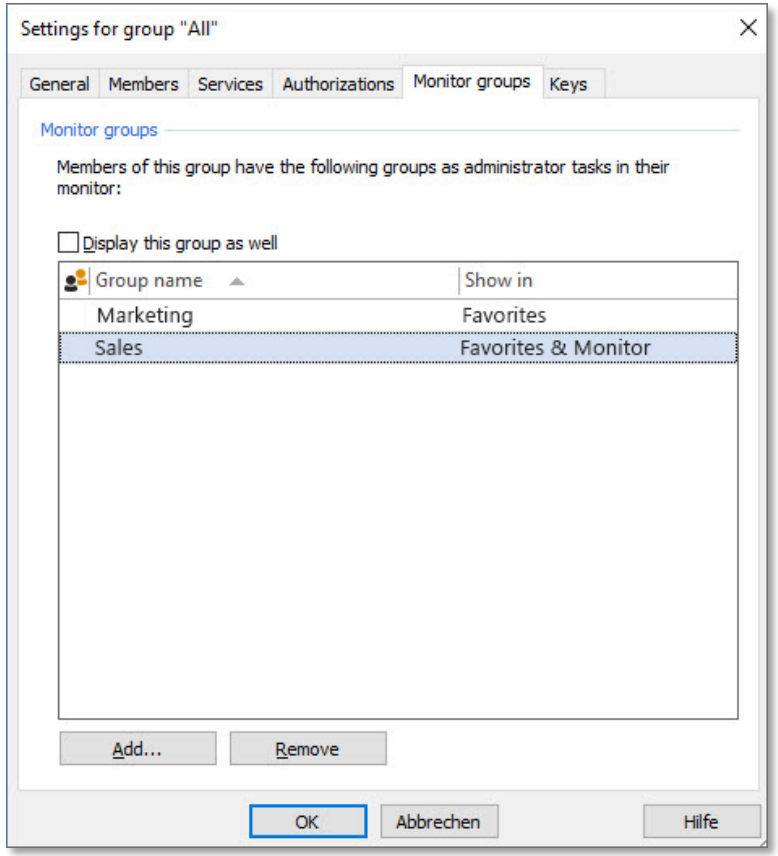


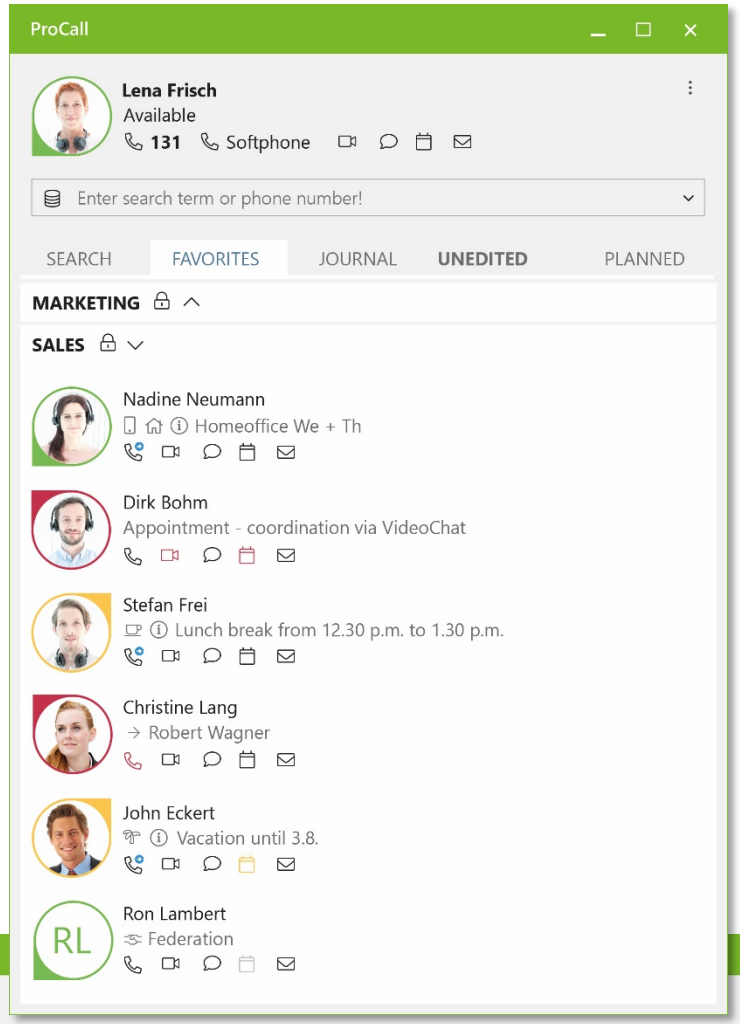
Open CRM contact

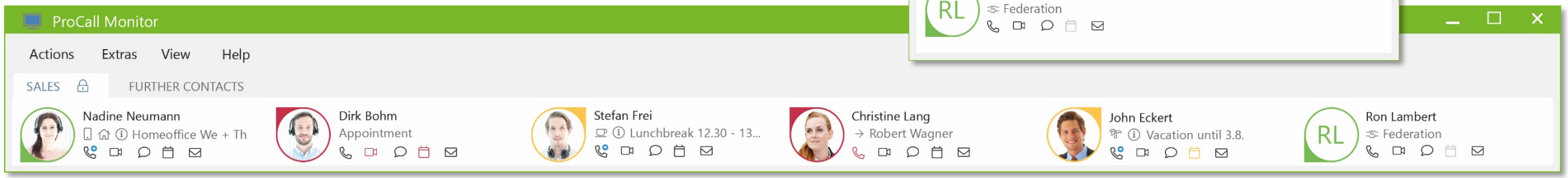
Administrative configuration

- Favorite contacts, monitor contents and keys
  - Configuration with UCServer Administrator
  - Assignment via UCServer groups
  - Complex configuration via manual customization of XML files is no longer necessary

- Actions
  - Can be activated on the client via UCServer profiles or ADM templates
  - XML file must be provided via a central location
  - Previously administrative distribution only possible via group policies

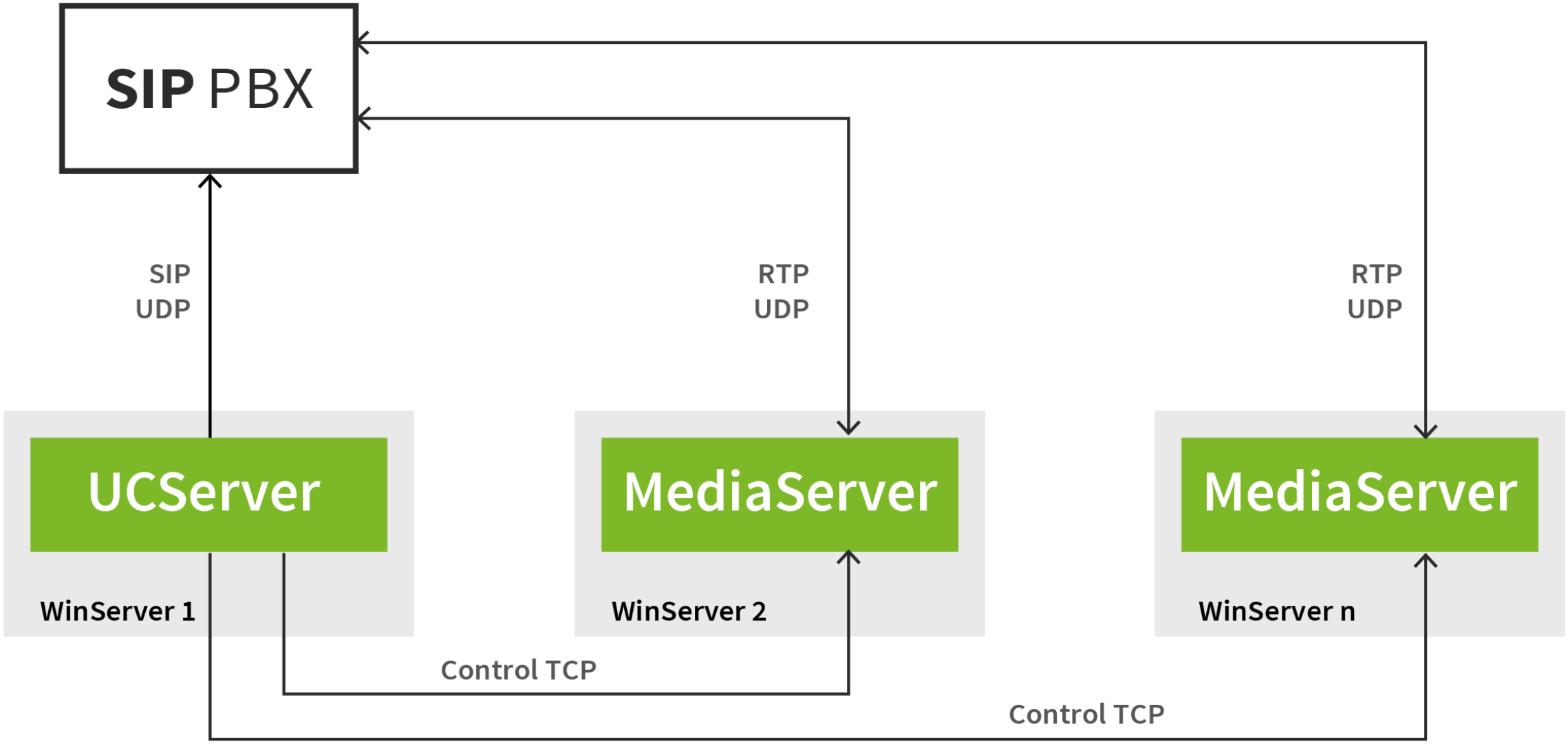

Settings for group "All"
General
Members
Services
Authorizations
Monitor groups
Keys
Monitor groups
Members of this group have the following groups as administrator tasks in their monitor:
Display this group as well
Group name
Show in
Marketing
Favorites
Sales
Favorites & Monitor
Add...
Remove
OK
Abbrechen
Hilfe


ProCall
Lena Frisch
Available
131
Softphone
Enter search term or phone number!
SEARCH
FAVORITES
JOURNAL
UNEDITED
PLANNED
MARKETING
SALES
Nadine Neumann
Homeoffice We + Th
Dirk Bohm
Appointment - coordination via VideoChat
Stefan Frei
Lunch break from 12.30 p.m. to 1.30 p.m.
Christine Lang
Robert Wagner
John Eckert
Vacation until 3.8.
RL
Ron Lambert
Federation


ProCall Monitor
Actions
Extras
View
Help
SALES
FURTHER CONTACTS
Nadine Neumann
Homeoffice We + Th
Dirk Bohm
Appointment
Stefan Frei
Lunchbreak 12.30 - 13...
Christine Lang
Robert Wagner
John Eckert
Vacation until 3.8.
RL
Ron Lambert
Federation

Large softphone environments

- Modifications to the UCServer and UCMediaServer
  - Operation of the UCMediaServer in own runtime environment
  - Operation of the UCServer with multiple UCMediaServers
- Automatic load distribution (round-robin) of softphone calls
- Automatic failover on any MediaServer failure
- Improved analysis options regarding the utilization of the entire system
- Configuration according to the Best Practice Manual


SIP PBX
SIP
UDP
RTP
UDP
RTP
UDP
UCServer
MediaServer
MediaServer
WinServer 1
WinServer 2
WinServer n
Control TCP
Control TCP

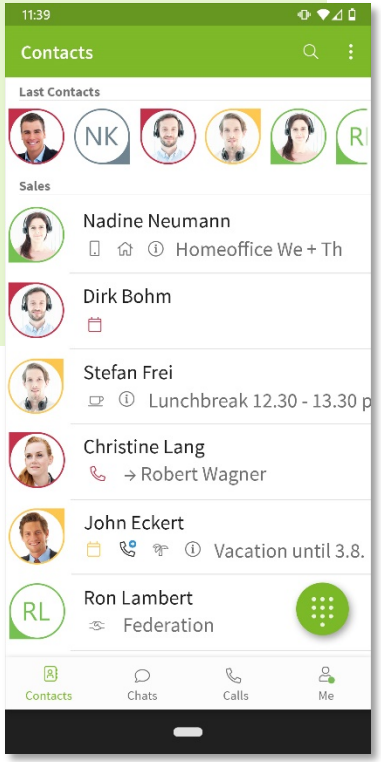
What has been improved

in ProCall 7 Enterprise?

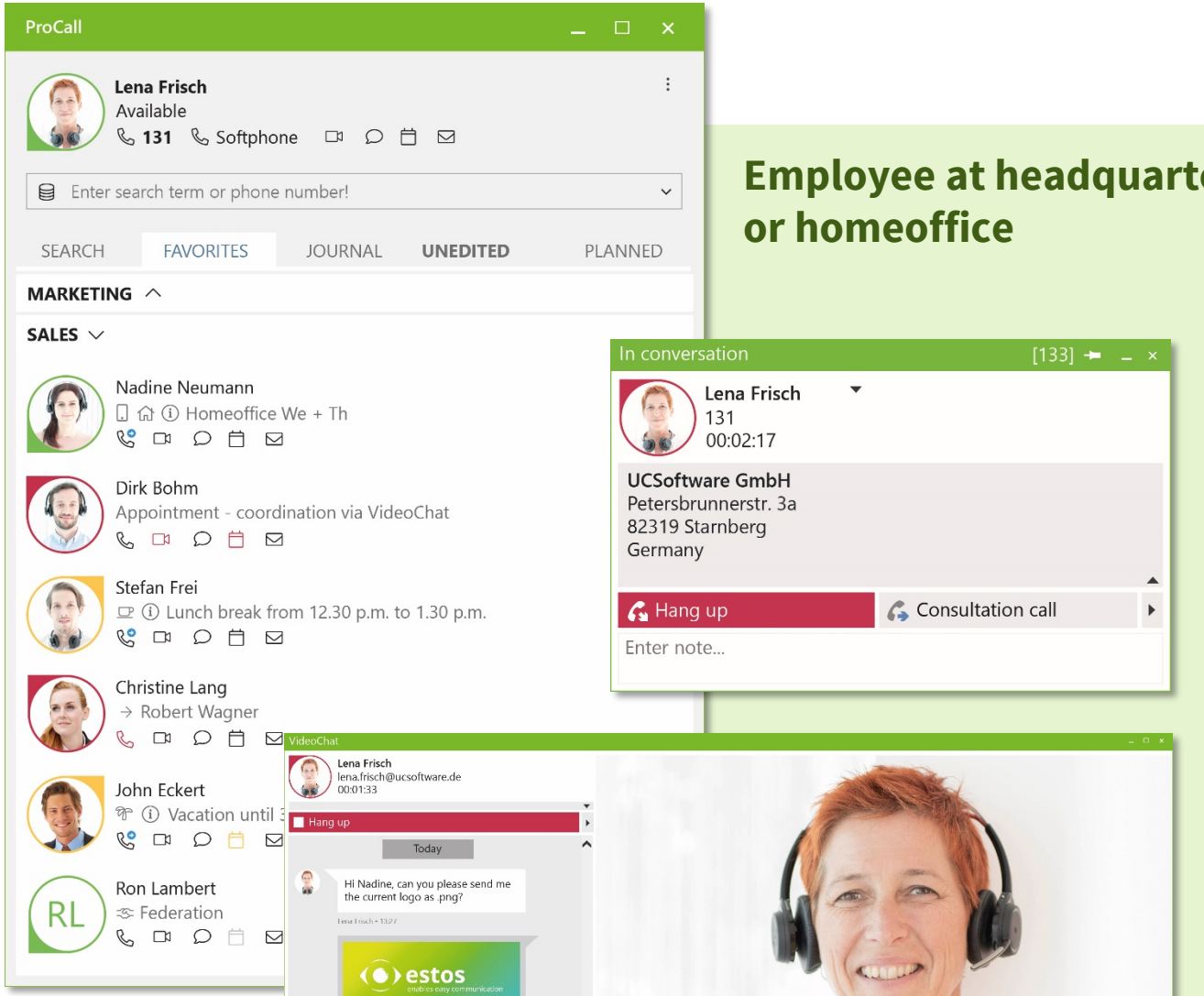
ProCall 7 Enterprise: What has been improved?

- Chat improvements
  - Higher-level search for chats and messages
  - Search within a conversation
  - Reply to messages (citation function)
  - Forward chat messages to colleagues
  - Easier creation of group chats
- Softphone improvements
  - Hold calls with ProCall Mobile
  - Changing the input/output device during a call
  - Connection to BroadWorks, HFO, Reventix, autphone
- Improvements to ProCall Mobile
  - Use of presence profiles even on the move
  - Configurable notifications
  - Note for missing push policy

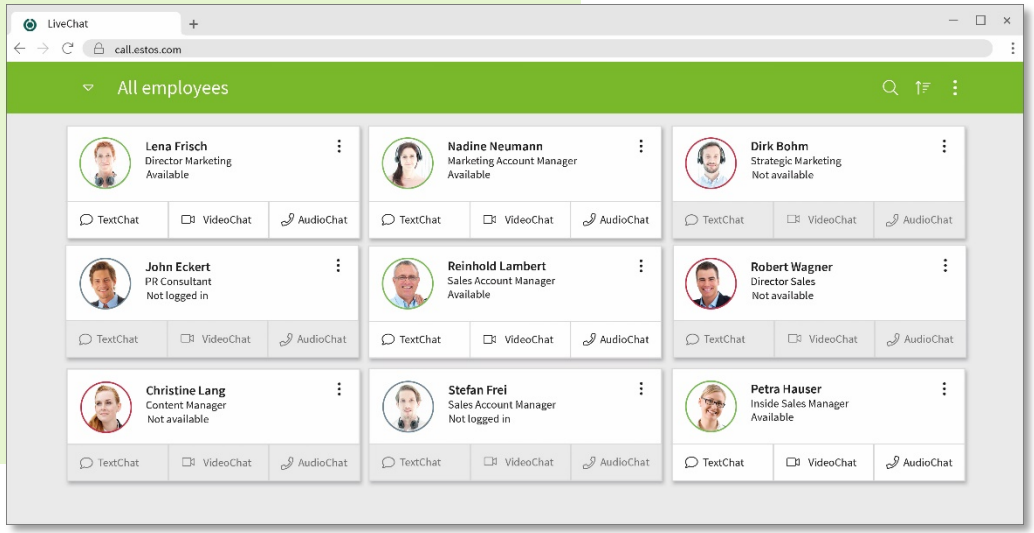
Employee on the road



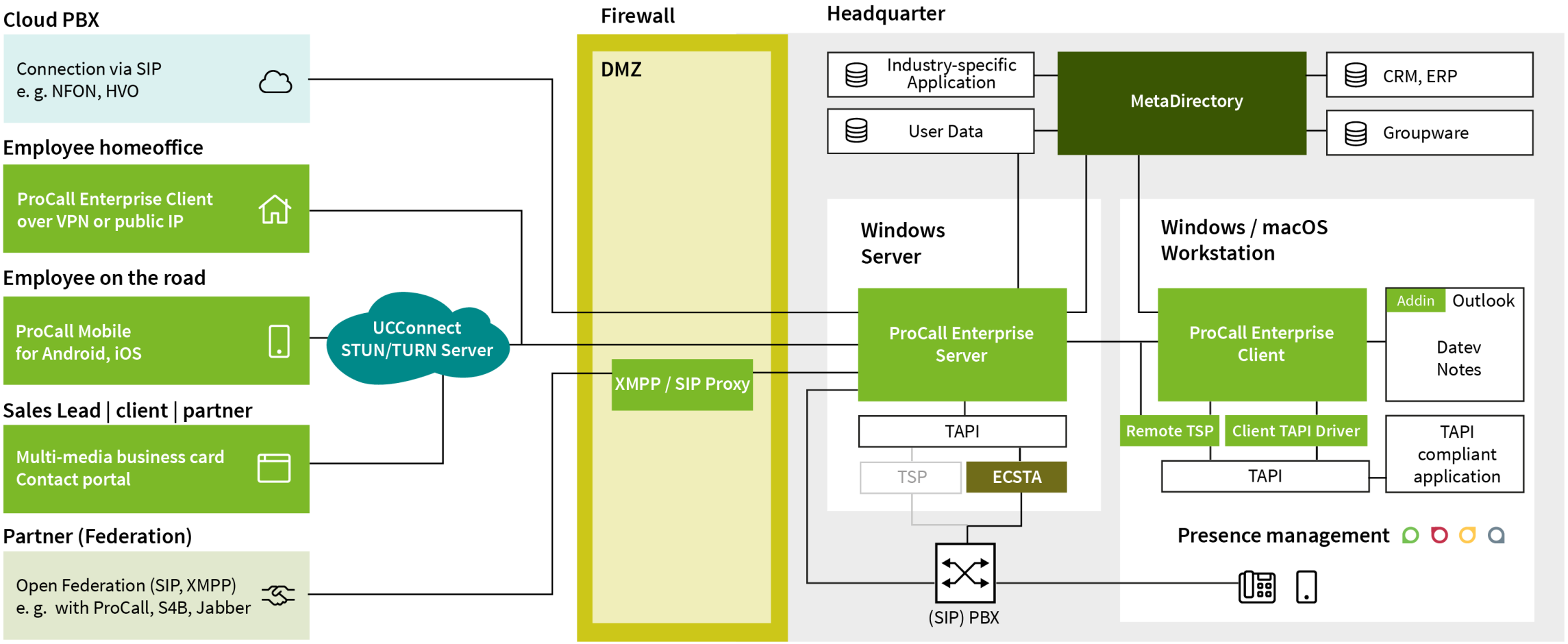
Employee at headquarter or homeoffice



Sales lead, client or partner



ProCall 7 Enterprise topology



Always up-to-date!

General product information

estos.com/produkte/procall

estos partner portal and shop

my.estos.de

Technical information

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