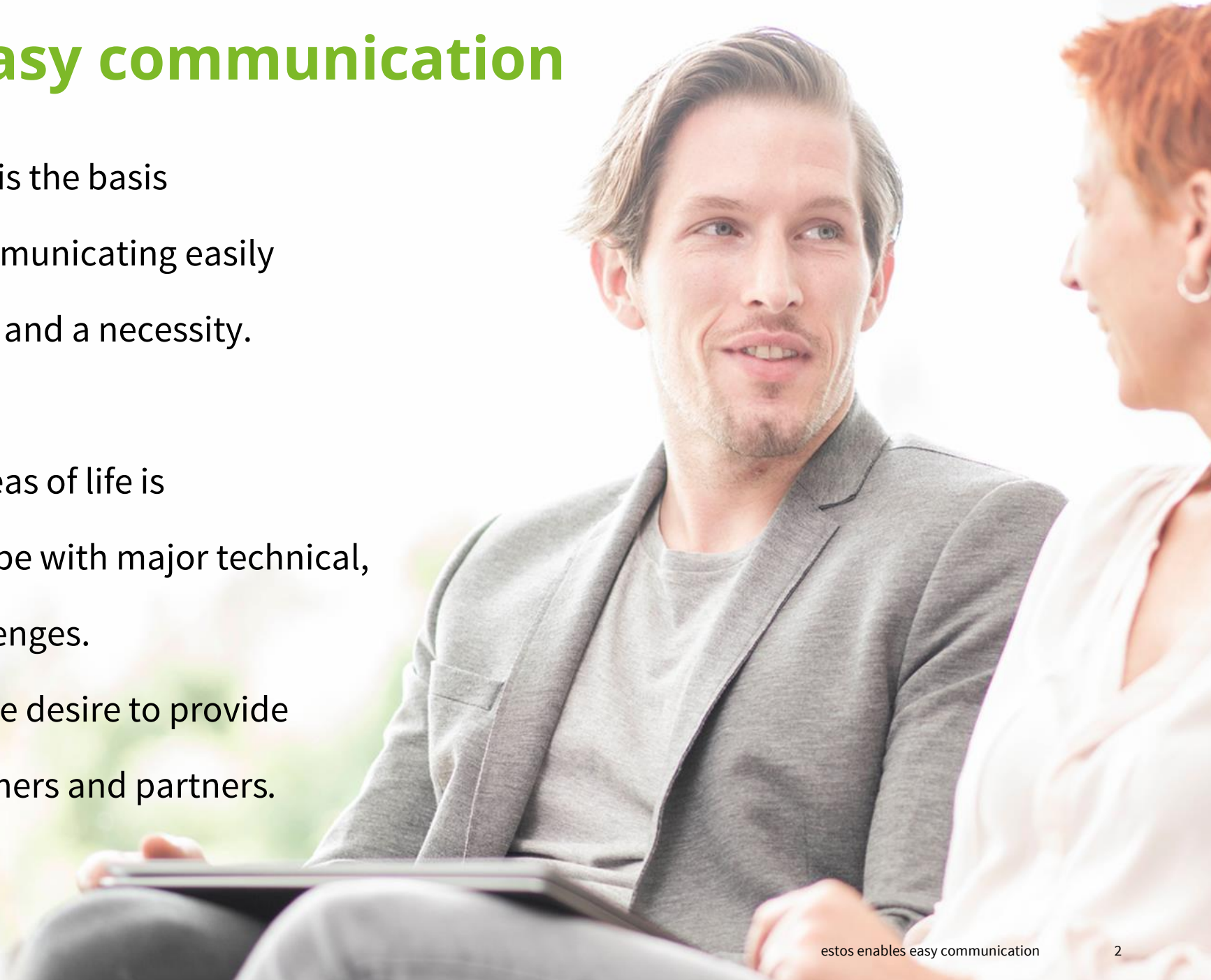
# estos

enables easy communication

# estos enables easy communication

The dialogue between people is the basis of all business processes. Communicating easily with each other is both a need and a necessity.

The rapid digitization of all areas of life is presenting companies in Europe with major technical, legal and organizational challenges.
What remains unchanged is the desire to provide superior satisfaction to customers and partners.



© estos GmbH Status 5/2021 – Subject to change

# estos software …

… **facilitates**

individual communication.

… **supports**

the collaboration of teams and groups.

… **makes**

operation and administration simple.

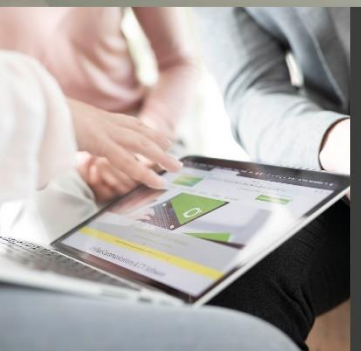
… **enables**

flexible workplace and working time models.

… **helps**

to provide a superior customer service.

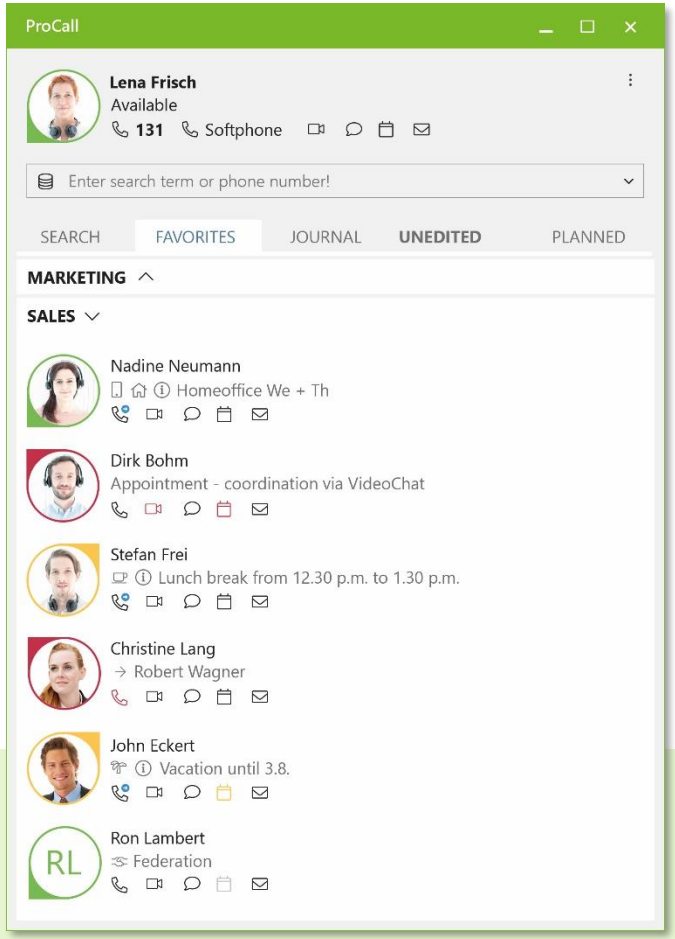
© estos GmbH Status 5/2021 – Subject to change

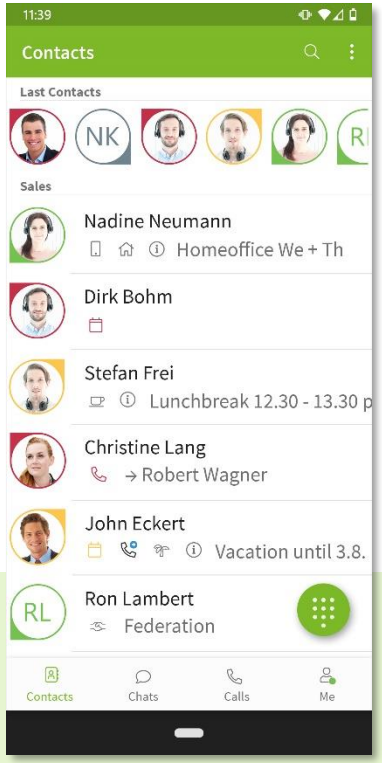


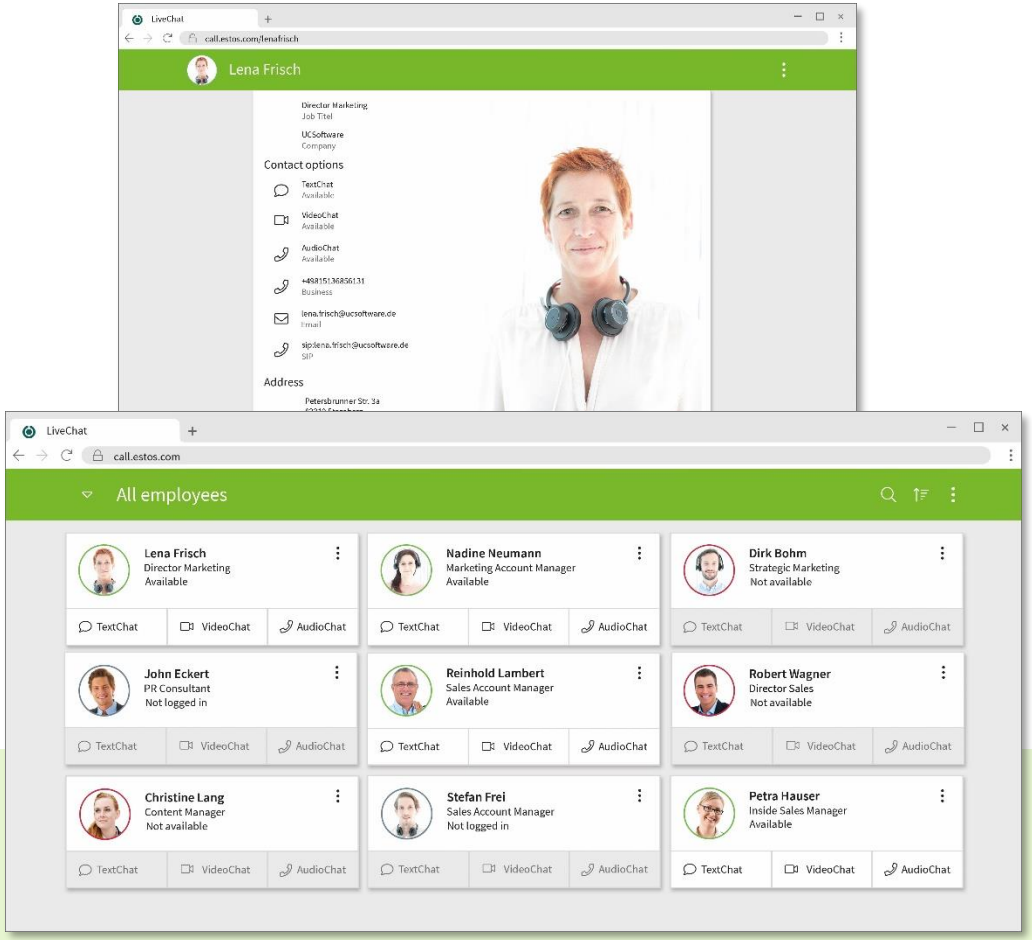
# ProCall 7 Enterprise

Unified communications & CTI software suite

# Communicate anywhere




**Employees in the company or in the home office**

**Employees on the move**

**Prospective clients, partners or customers via the website**

# ProCall Enterprise at a glance

### Computer Telephony Integration (CTI)
CTI simplifies your day-to-day work steps and reduces sources of error.
The telephone is controlled by the PC.

### Softphone Functions (SIP)
The integrated SIP compatible softphone allows employees to talk directly over the PC.
Uncomplicated and safe, even on the move.

### Audio/Video Communication (WebRTC)
Based on the internet technology WebRTC (Real Time Communication),
you benefit from easy face-to-face communication regardless of distance.

### Contact portal/Multimedia Business Card
The company website becomes the medium of interaction for your customer.
With text, audio and audio/video chats. Cloud-ready thanks to estos UCConnect.

### Screen Sharing
The simple screen sharing allows you to view and work
on documents with your call partner.

### Federation
Networking via federation allows you to securely exchange information
beyond your company's borders.

### Integration with Bluetooth
In addition to CTI for your desktop phone, ProCall Enterprise also offers CTI
functions for smartphones and Bluetooth enabled mobile phones. As simple as in a car.

### Instant Messaging (Chat)
Easily share text messages with colleagues or customers, or pass on important information
quickly and straight away.

### Presence Management
View your colleagues' availability at a glance and choose the appropriate communication
method.

### Business Process Integration (CEBP)
Go one step further and integrate the communication functions into your company's business
processes. This creates added value.

### Unified Messaging Integration
Integrate unified messaging services such as fax, voice mailbox, and SMS text messaging into
ProCall Enterprise for additional communication functions.

### MultiSite
Connect different office locations to the same UCServer. Presence and contact information can
be viewed across branches.

### MultiVendor
Integrate different telephone systems from various manufacturers into one application,
whether from the cloud or on the premises.

### MultiDevice
MultiDevice means that ProCall Enterprise is platform-independent and device-spanning, and
also offers native clients for macOS, iOS and Android.

© estos GmbH Status 5/2021 – Subject to change

# ProCall 7 Enterprise

Expand smartly

# Realize the full potential of ProCall Enterprise

## Supports collaboration

**ProCall Meetings** adds **online meetings and video conferencing** to ProCall 7 Enterprise.

## Visualizes communication data

With **ProCall Analytics**, the resulting **communication data** is mapped and can be evaluated.

## Improves customer service

Integrating **MetaDirectory** creates the basis for **business process integration**.

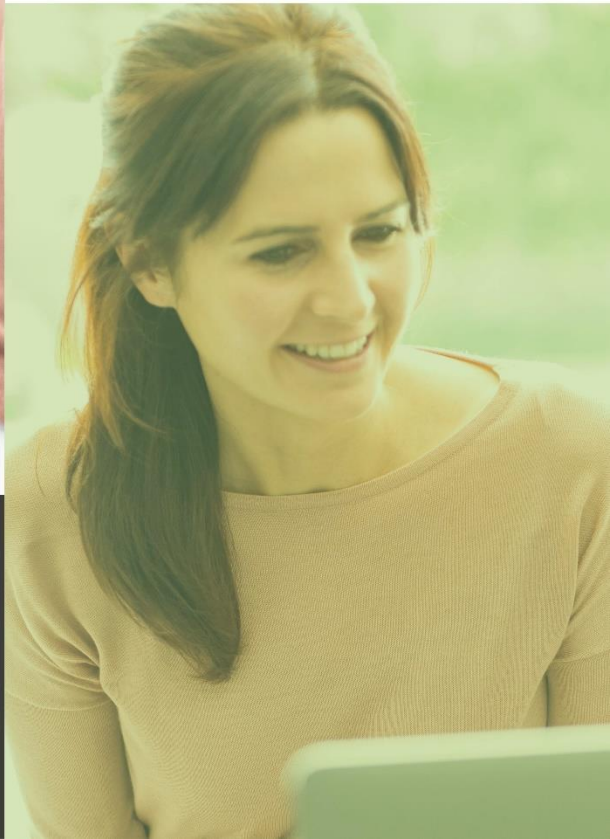
## Expands communication channels

**ixi-UMS** enables the additional use of **fax, voice and SMS**.

© estos GmbH Status 5/2021 – Subject to change

# ProCall Meetings

Easy online meetings and video conferencing

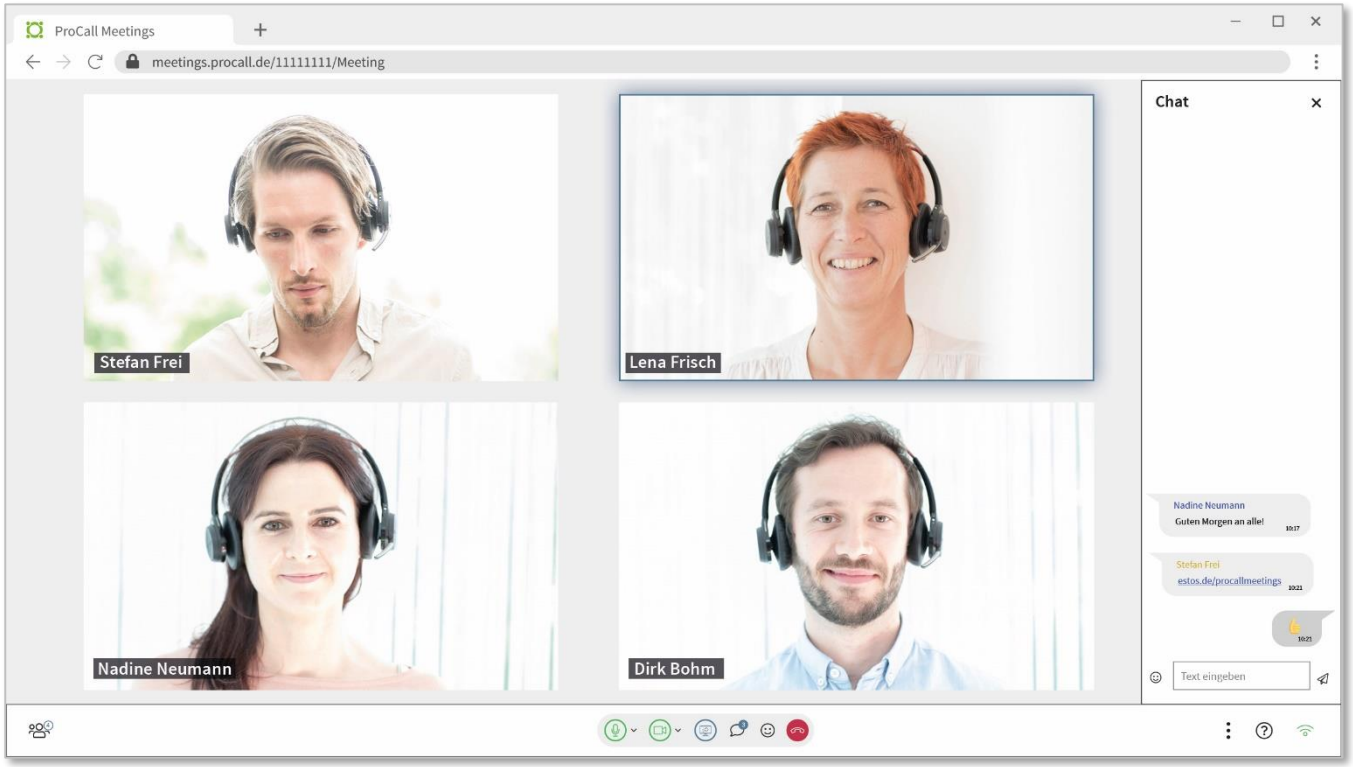


# ProCall Meetings

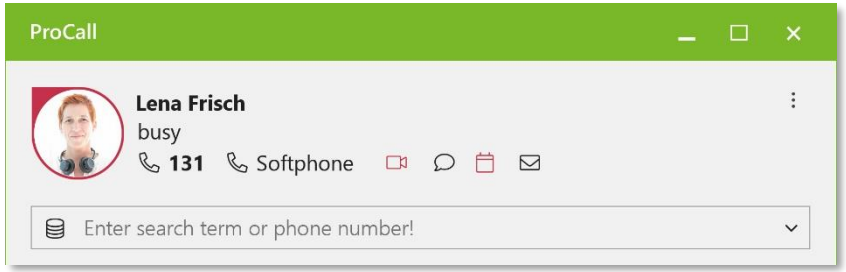
ProCall Meetings is an add-on to ProCall Enterprise and allows you to easily organize and hold online meetings and video conferences with up to 15 participants. Participation is easy in the browser without the need to download any software or plug-ins. The presence integration in ProCall Enterprise is a great benefit. The corresponding status "busy" as well as the information "in meeting" is visible for colleagues and can be combined with call protection and busy-on-busy.

© estos GmbH Status 5/2021 – Subject to change

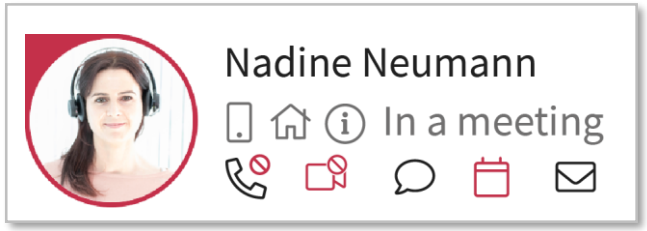
# Presence integration in ProCall Enterprise




My area




Favorites contact




© estos GmbH Status 5/2021 – Subject to change

# Online meetings and video conferencing

"With presence integration in ProCall Enterprise, scheduled or ongoing online meetings flow into the presence management system and comprehensively map a contact's availability."

**Bettina Fiur, ProCall Meetings Product Manager**

# Data protection and IT security

- Password protected meeting rooms
- Secure connections (https)
- User management via the UCServer in the company
- GDPR compliant
- All servers used are located within the European Union

© estos GmbH Status 5/2021 – Subject to change

# ProCall Analytics 3

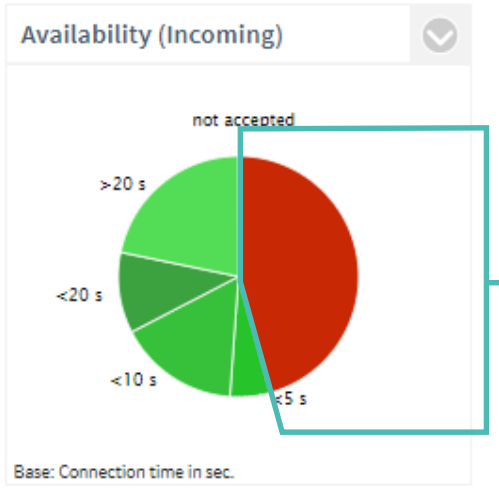
The analysis tool for ProCall Enterprise

# ProCall Analytics 3

ProCall Analytics is an add-on module for ProCall Enterprise that presents your communication data in clear dashboards. Seamless integration into ProCall Enterprise minimizes configuration effort. All communication data is automatically read out and evaluated in real time.

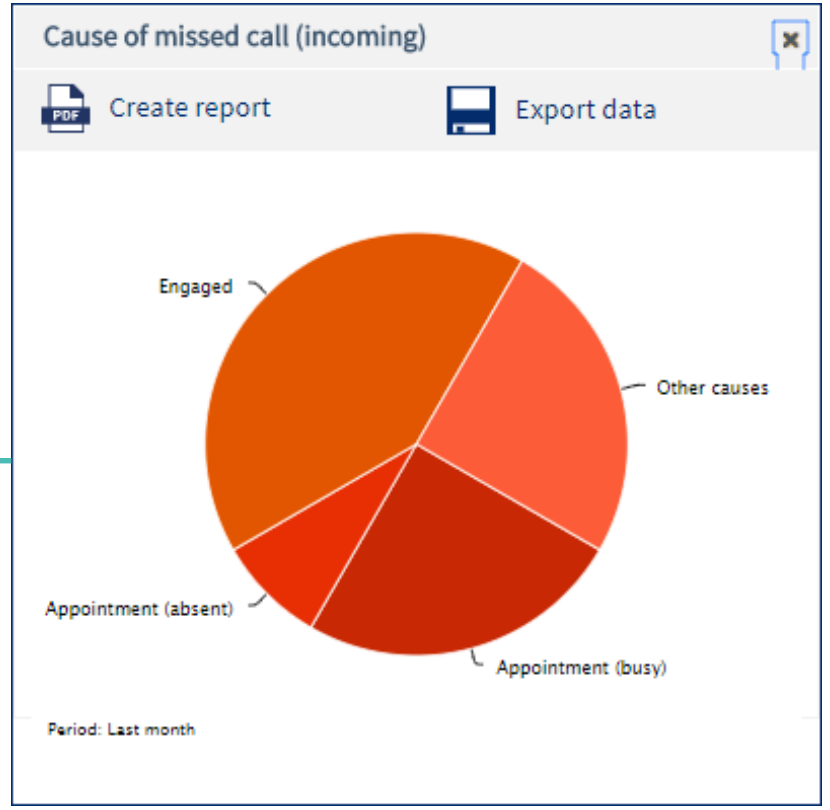
© estos GmbH Status 5/2021 – Subject to change

# Improve accessibility and service quality




Unaccepted connections

**Drill down function**




Detailed information about the unaccepted connections

# The analysis tool for ProCall Enterprise

"Through these evaluations, we enable companies to identify weak points, optimize processes and thereby ensure service quality in the long term"

**Joachim Frenzel, Sales Operations Director estos GmbH**

© estos GmbH Status 5/2021 – Subject to change

# Advantages through evaluation of communication data

**This allows companies to:**

- Derive action measures (allocate personnel in a targeted manner, identify training potential)
- Optimal documentation of telephone times (basis for billing)

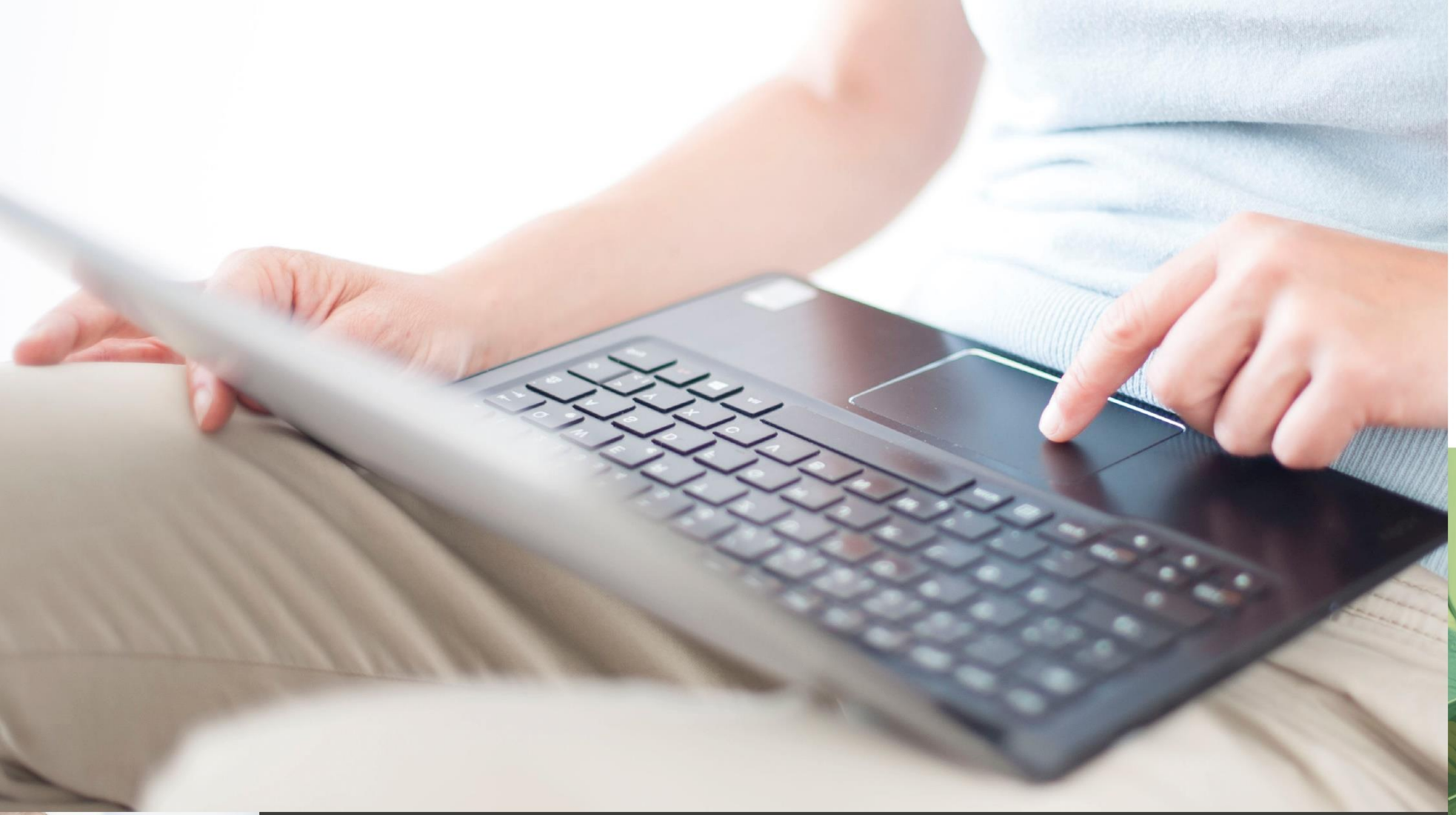
**Optimization of processes is only possible if meaningful measured values are available as a basis.**

**For this, the collection, processing and presentation by ProCall Analytics is crucial.**

**Wilhelm Linnenbecker GmbH & Co. KG**

*"With ProCall Analytics, we want to make our service level more transparent and sustainably improve it from the perspective of the customer, both internally and externally."*

Tom Lorenz, IT Manager/Organization



# MetaDirectory 5

LDAP server for easy access to contact information

# MetaDirectory 5

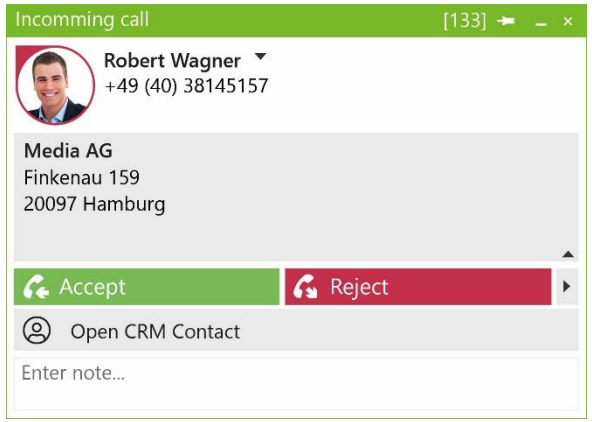
MetaDirectory merges different databases into a single, company-wide, consistent LDAP directory. By connecting MetaDirectory to ProCall Enterprise, caller information available in the company is displayed as soon as the call is received. In addition, employees can search for contact data in their ProCall client.

© estos GmbH Status 5/2021 – Subject to change

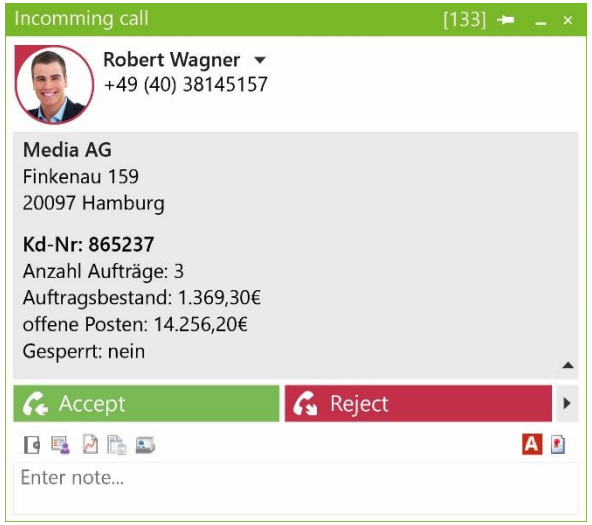
# Integration levels with ProCall Enterprise

Without MetaDirectory

Contact data integration

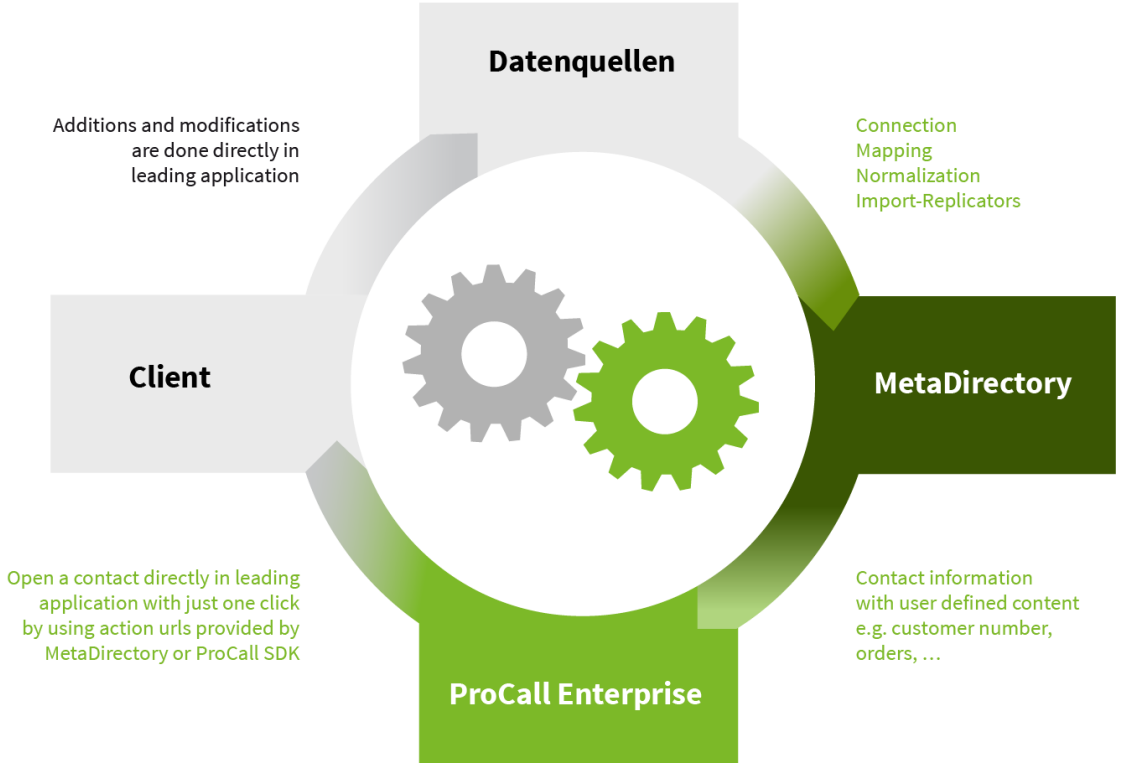



Simple
business process integration
with ProCall Enterprise




Complex
business process integration
as a service

# Smart contact management

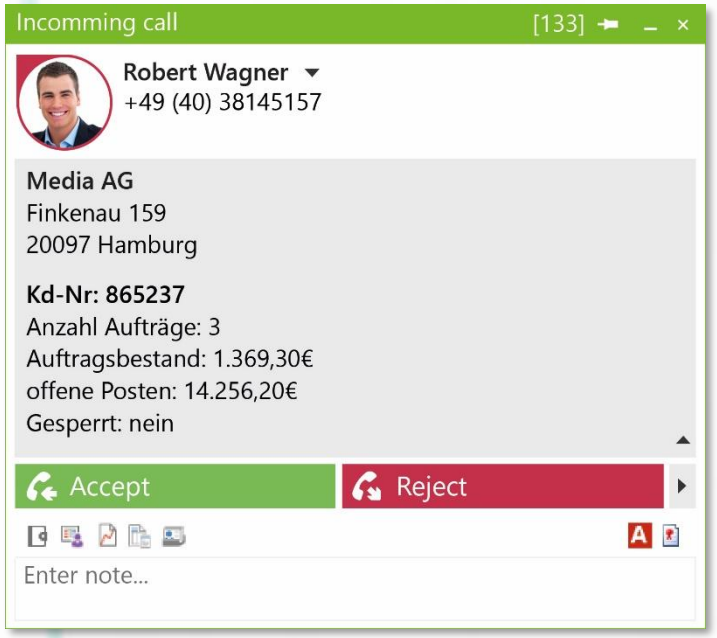



"With the help of MetaDirectory, we can interlock the business processes already automated in ERP, CRM and industry solutions. As a result, information such as the name, customer number and details of recent orders are already available when the call is received."

**Joachim Frenzel, Sales Operations Director estos GmbH**

© estos GmbH Status 5/2021 – Subject to change

**"Hello Mr. Wagner, what can I do for you?"**

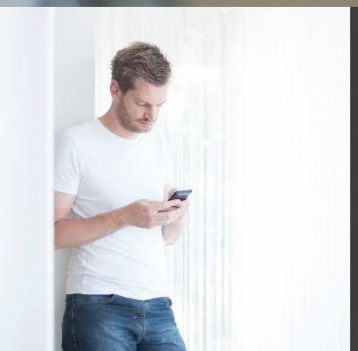



© estos GmbH Status 5/2021 – Subject to change

**hkk Krankenkasse**

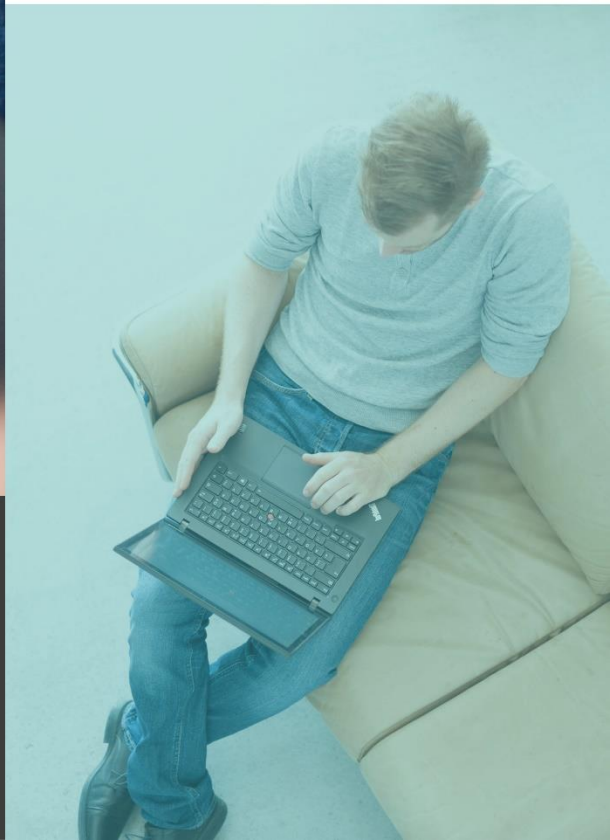
*"By integrating our communication and business processes, we were able to make the daily work of our employees more efficient and offer our policyholders a more professional customer service."*

Sascha Rosewig, CDO, IT & Infrastructure Management



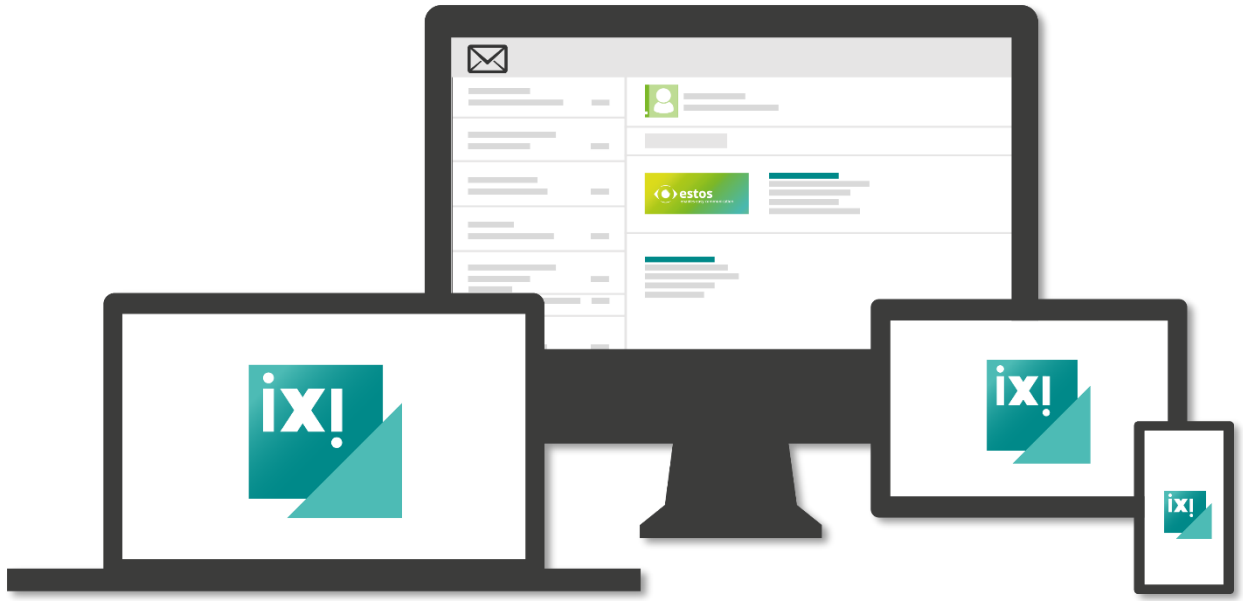
# ixi-UMS 7

Unified messaging software



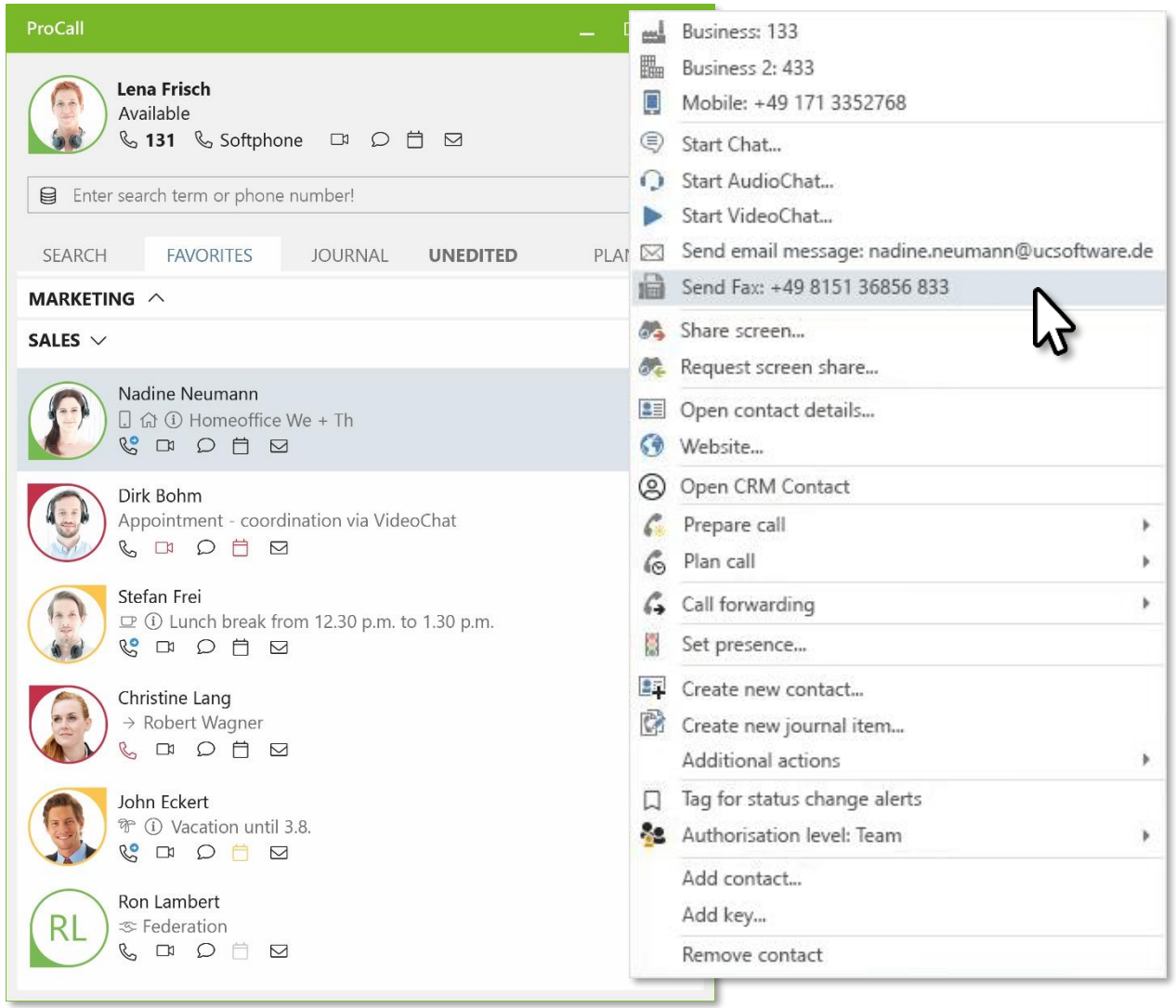
# ixi-UMS 7

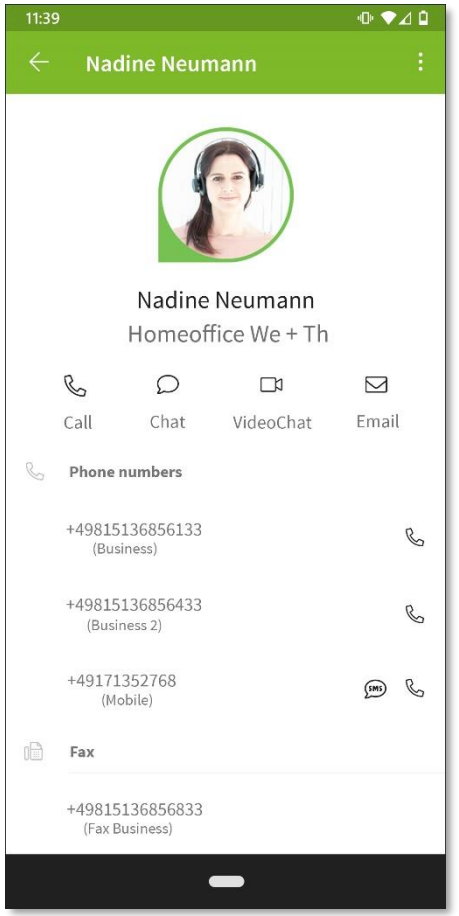
ixi-UMS is a unified messaging software that manages fax, voice and SMS services under one interface. Integrated in ProCall Enterprise, users can send faxes directly from their client. The technical processing is handled by the unified messaging server ixi-UMS.



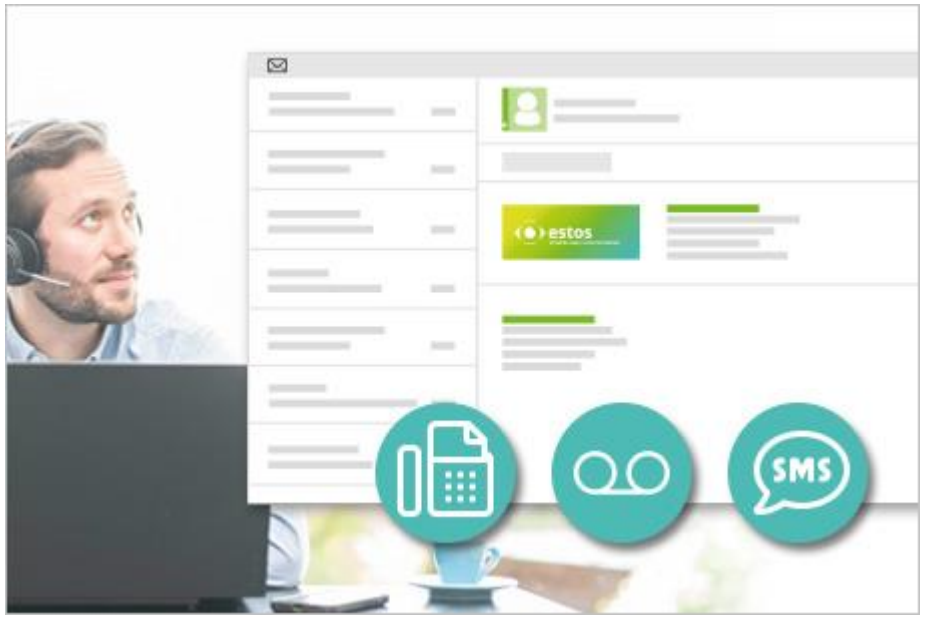

© estos GmbH Status 5/2021 – Subject to change

# Fax, voice and SMS for ProCall Enterprise



# Expansion of communication channels




"ixi-UMS extends ProCall Enterprise’s already large functionality with the channels 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."

**Bernd Kattner, ixi-UMS Product Manager**

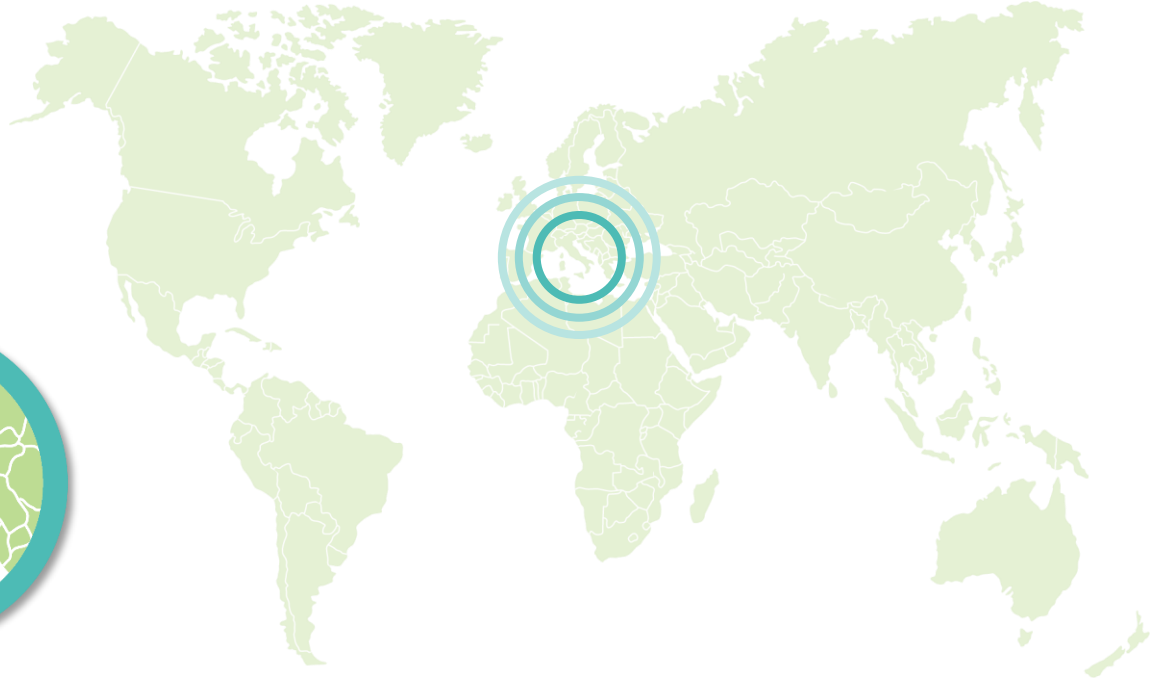
© estos GmbH Status 5/2021 – Subject to change

**Richard Köstner AG**

*"The ixi-UMS software more than lives up to our requirements: It also offers practical functions for serial faxes directly from Word or a fax button for sending messages directly from Microsoft Outlook contacts. We are also thrilled by the multisite operation: This enables us to send and receive faxes cost-effectively without any great effort."*

Jochen Schmitt, IT Manager

estos
enables easy communication



**estos GmbH**
Starnberg
Germany

**estos Italia srl**
Udine
Italy

**estos Benelux BV**
Doetinchem
Netherlands

estos.com

support.estos.de/en