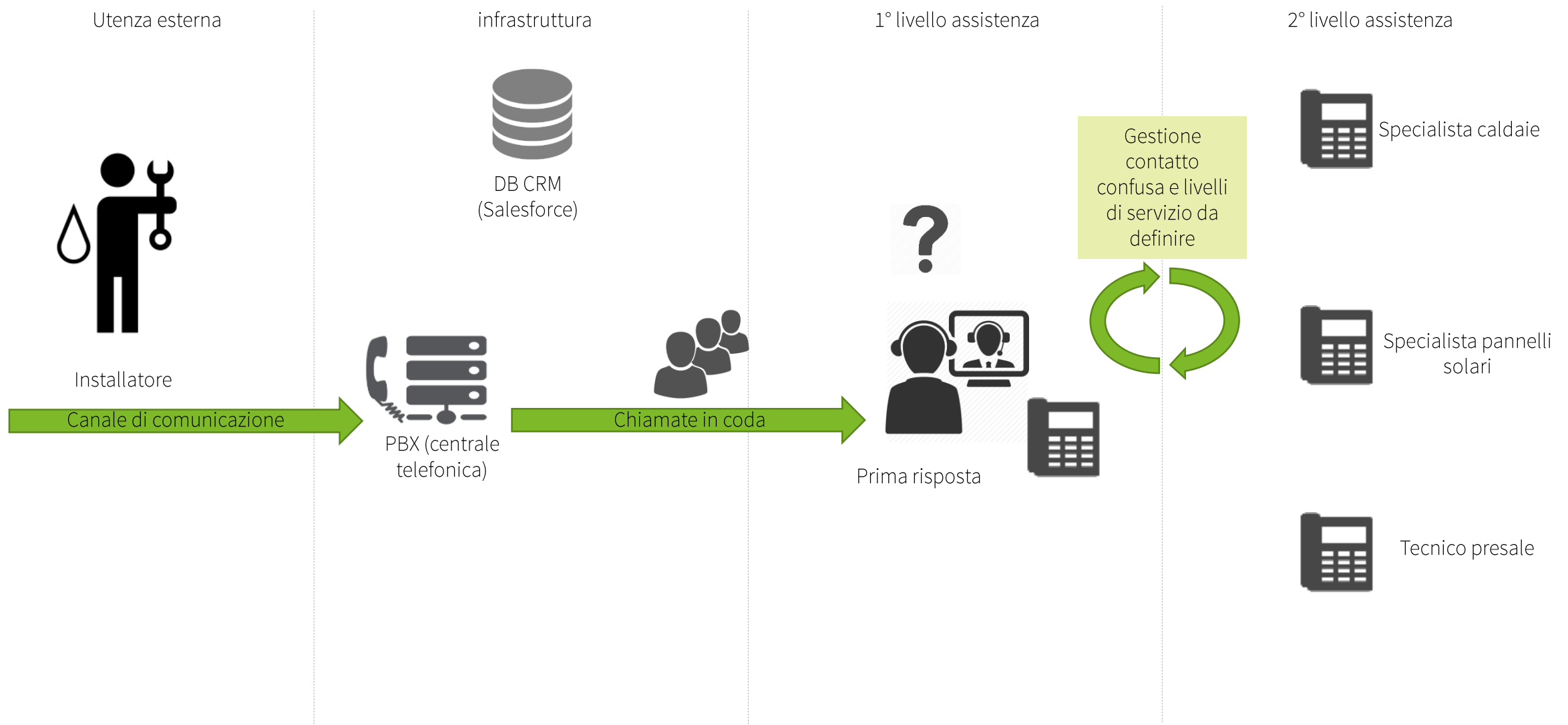


estos

Soluzioni a prova di futuro

Workflow del cliente – TRADIZIONALE



I bisogni delle aziende



UCC sono un progetto, non un prodotto

Cosa fai quando suona il telefono?

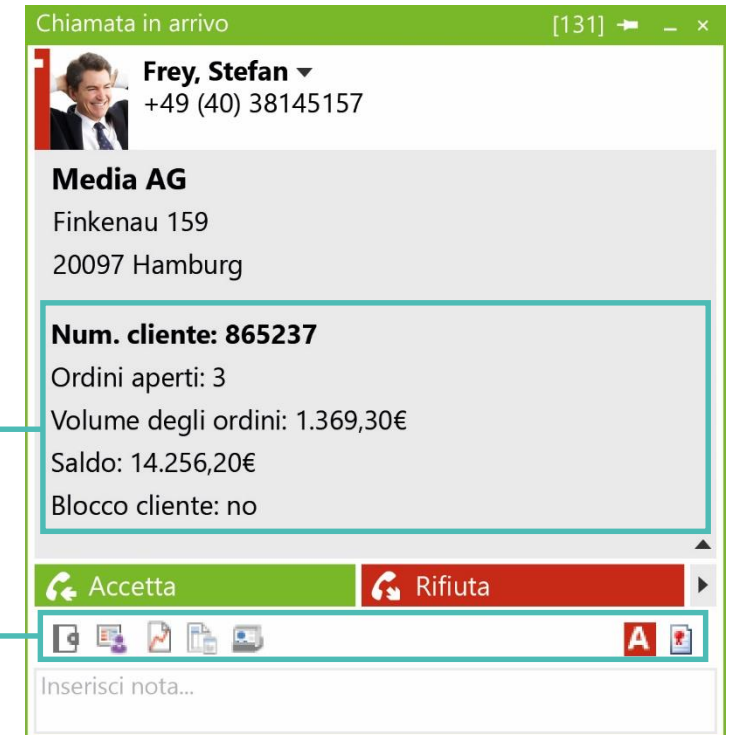


Che informazioni vorresti sapere in merito alla persona che ti sta chiamando?



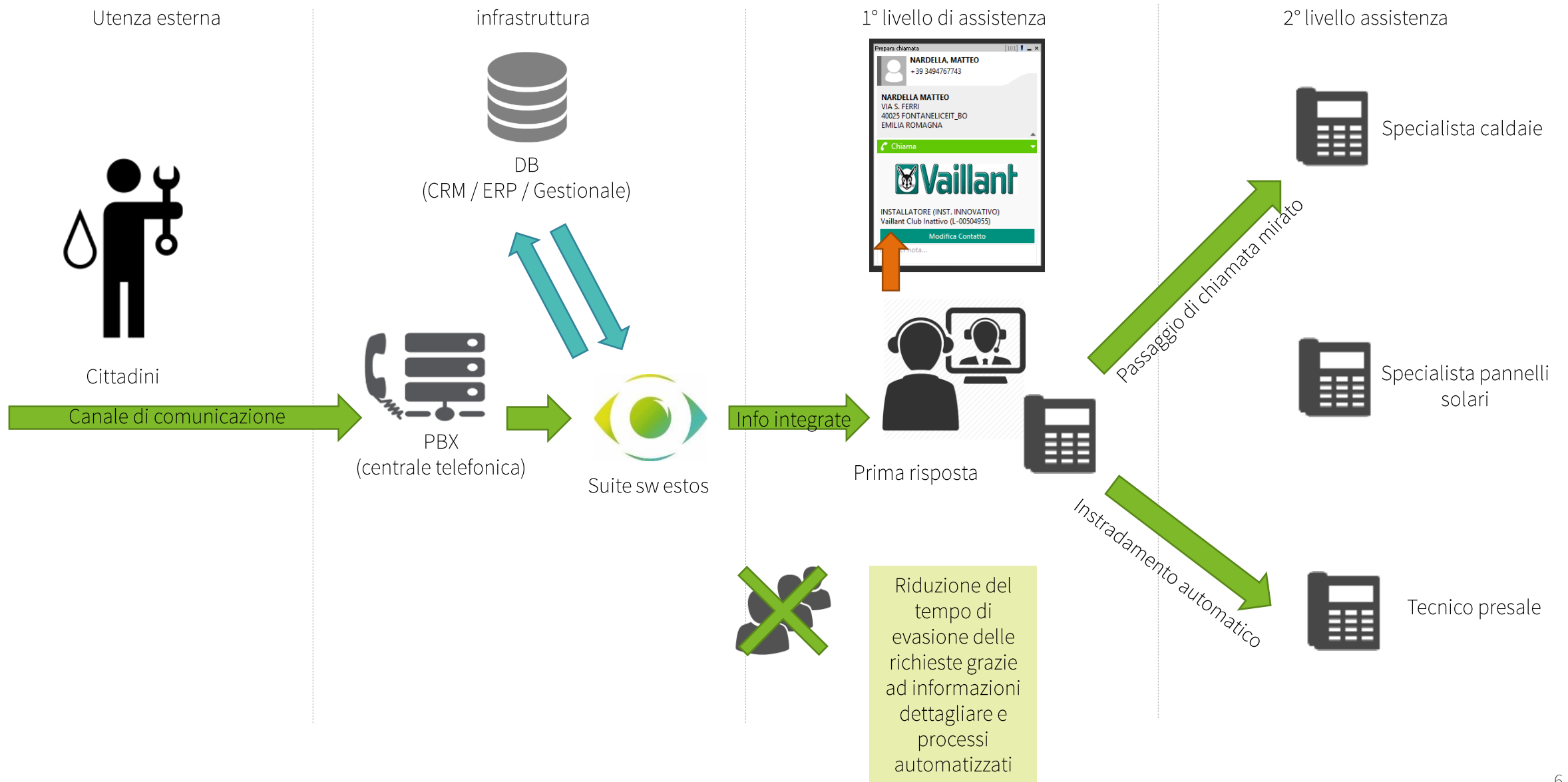
Cosa fai dopo aver risposto al telefono?

Il nodo centrale è l'integrazione ai processi di lavoro

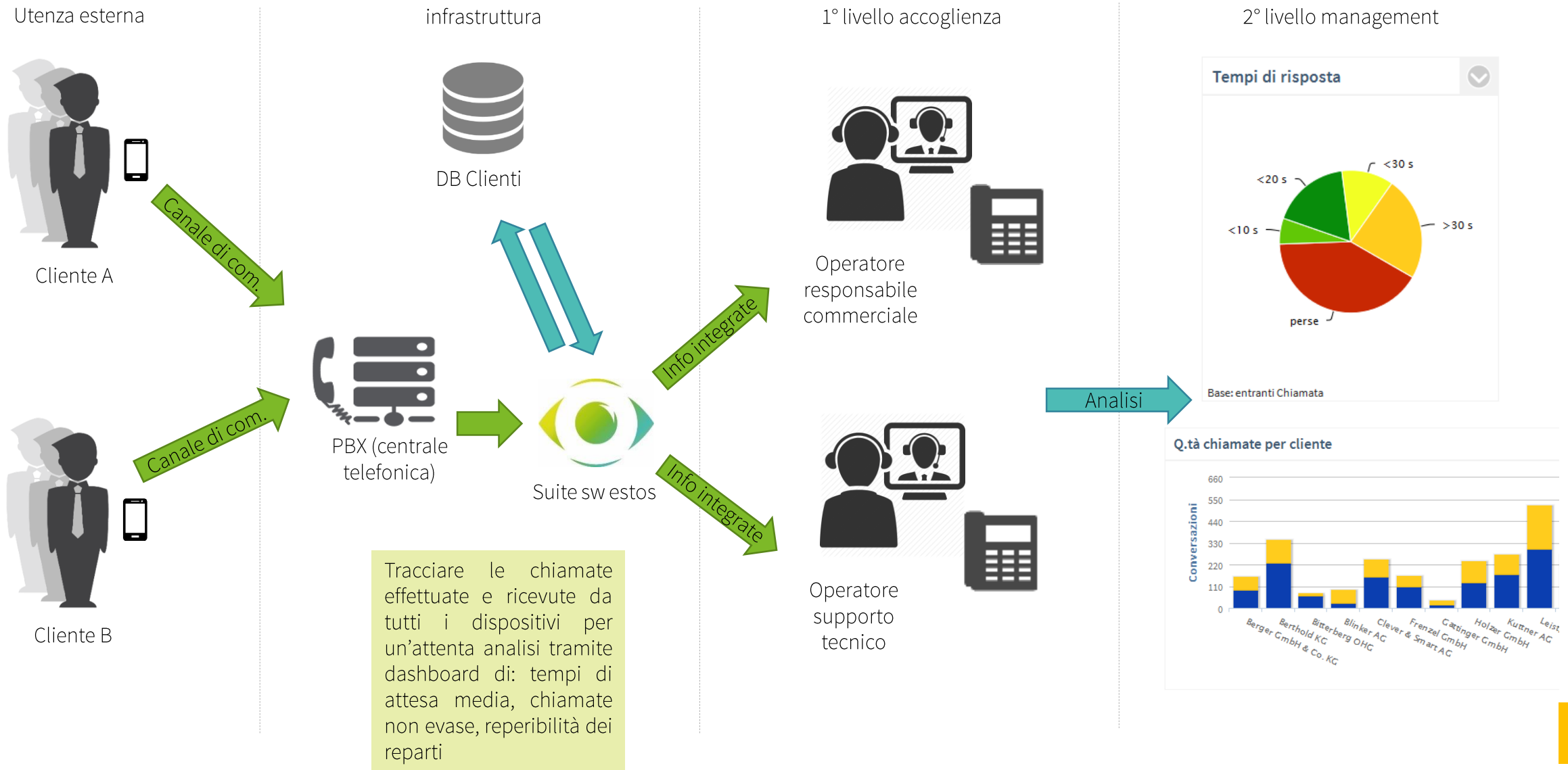


Business Process Integration
(CEBP)

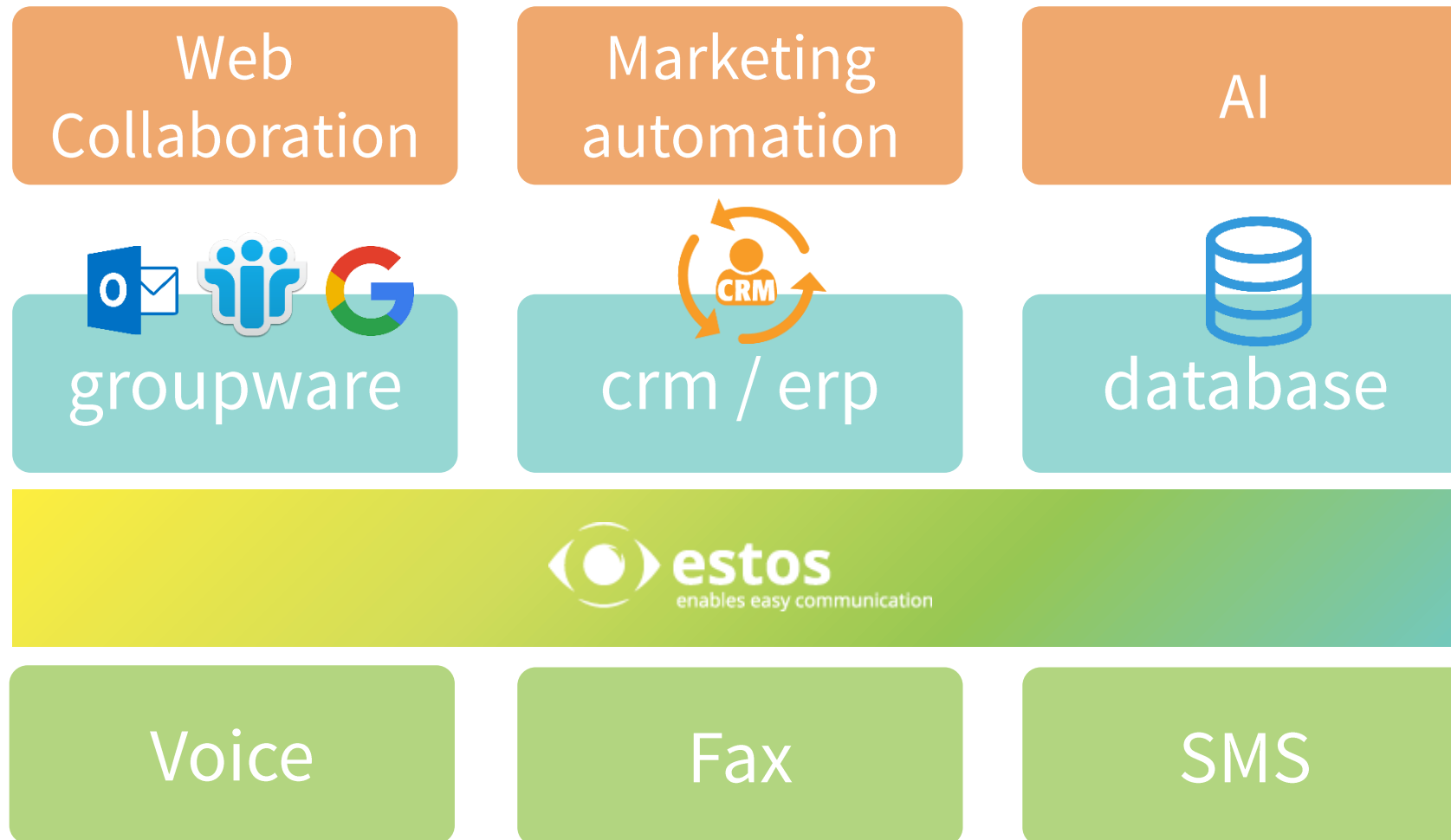
Workflow del cliente – Con le UCC estos



Analizzare la qualità del servizio erogato tramite indicatori



UCC sono un progetto, non un prodotto

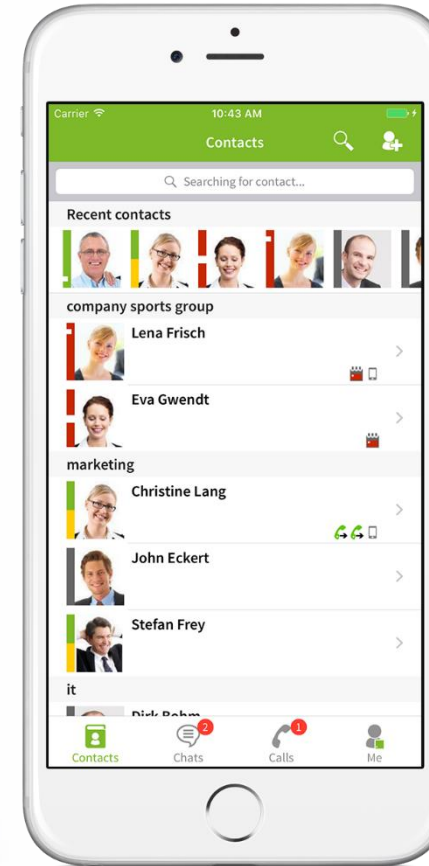
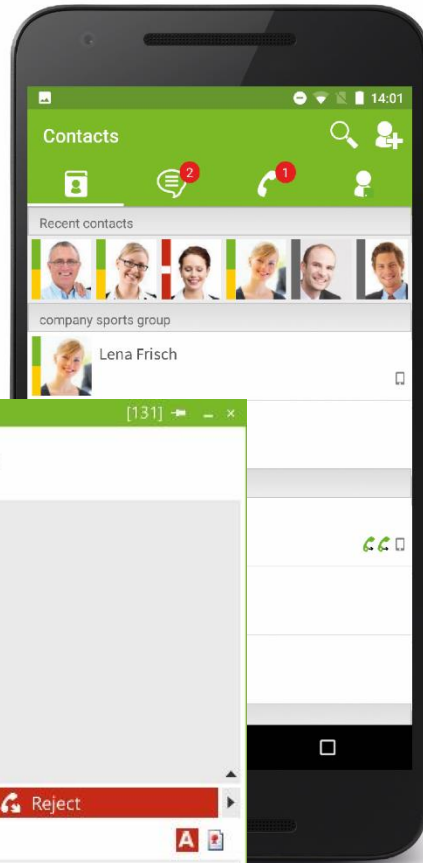
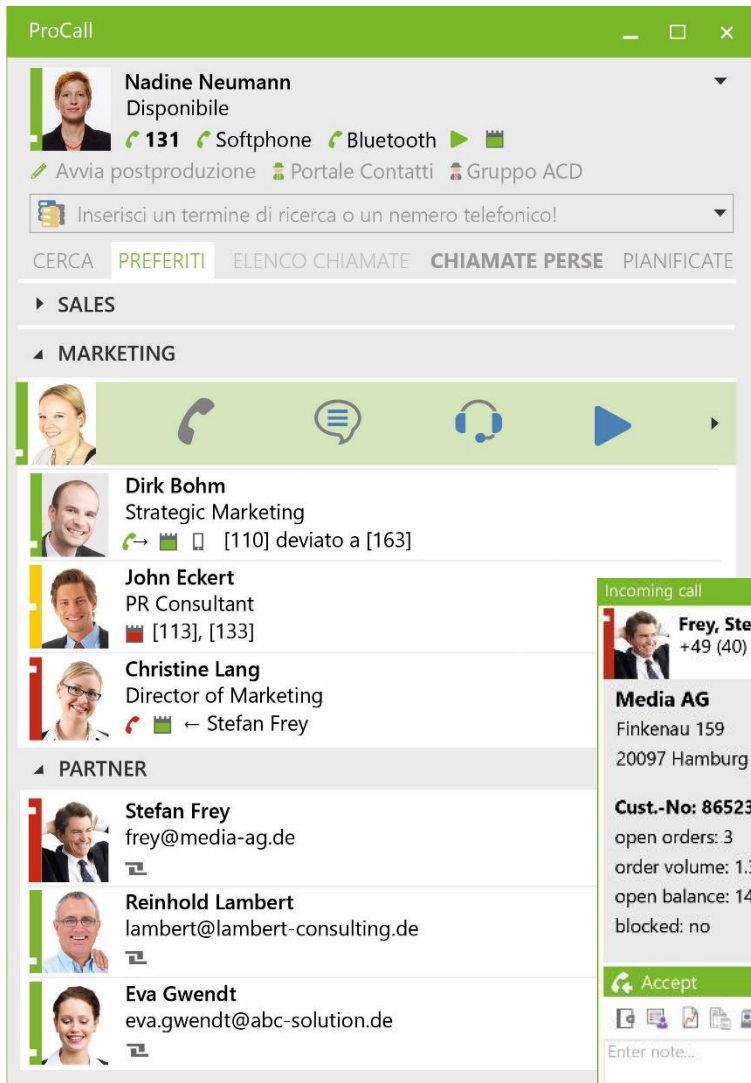




ProCall 6 Enterprise

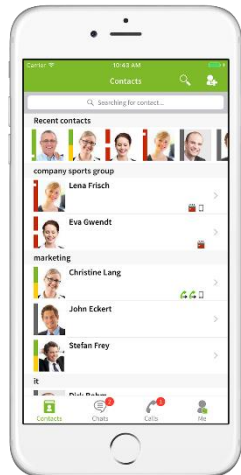
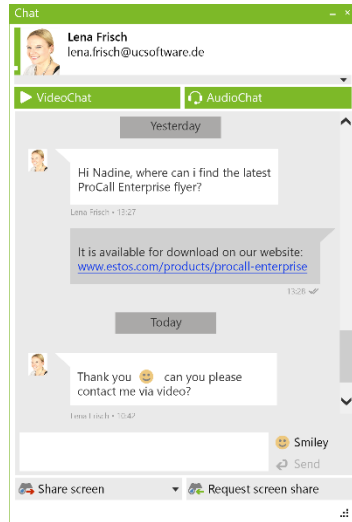
Unified Communications & CTI Software Suite

ProCall 6 Enterprise Software Suite



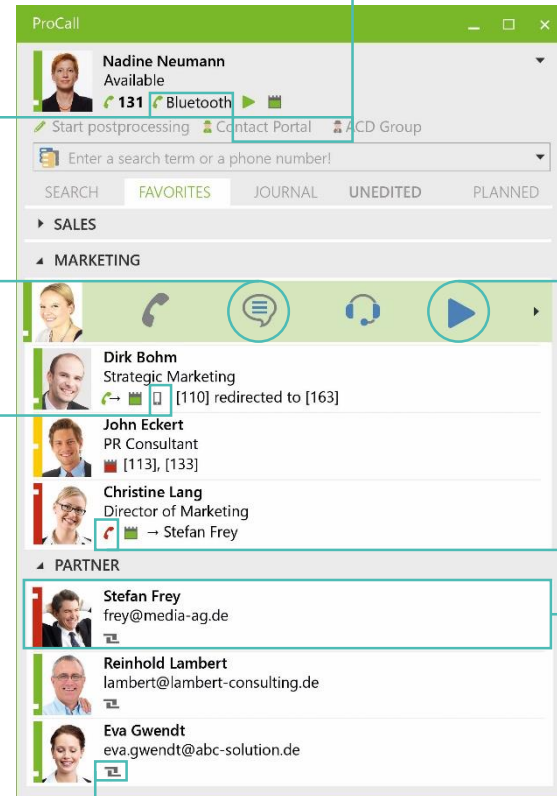
ProCall 6 Enterprise Software Suite

Instant Messaging



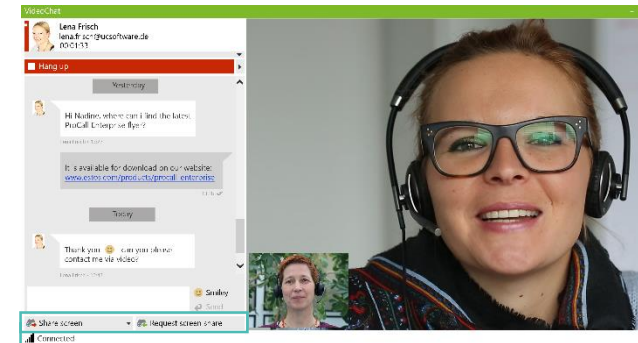
Utente in
mobilità
(App for iOS
& Android)

CTI per smartphones e cellulari con supporto bluetooth, Softphone (SIP), Presence Management



Federation

VideoChat (WebRTC)

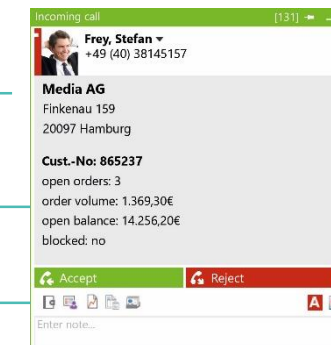


Collaboration (Desktop Sharing)

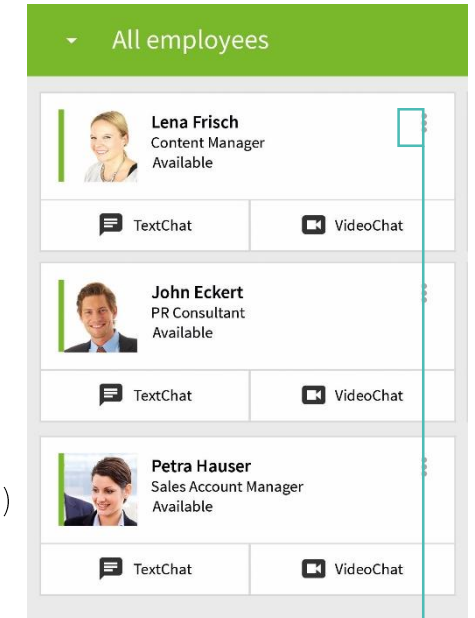
Funzionalità
Softphone (SIP)

Integrazione ai
processi produttivi
(CEBP)

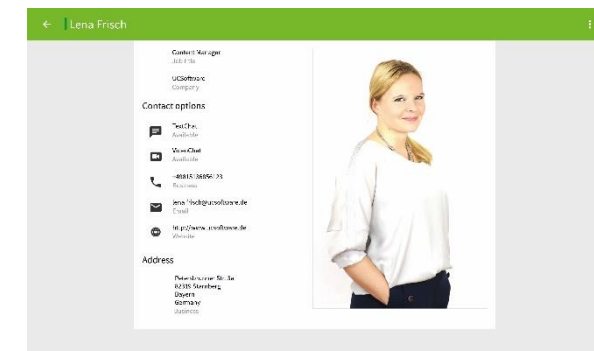
Finestra di conversazione (CTI)



Contact portal



Biglietto da visita multimediale





ProCall Analytics

Il tool di Business Intelligence per ProCall Enterprise

Responsive e sicuro



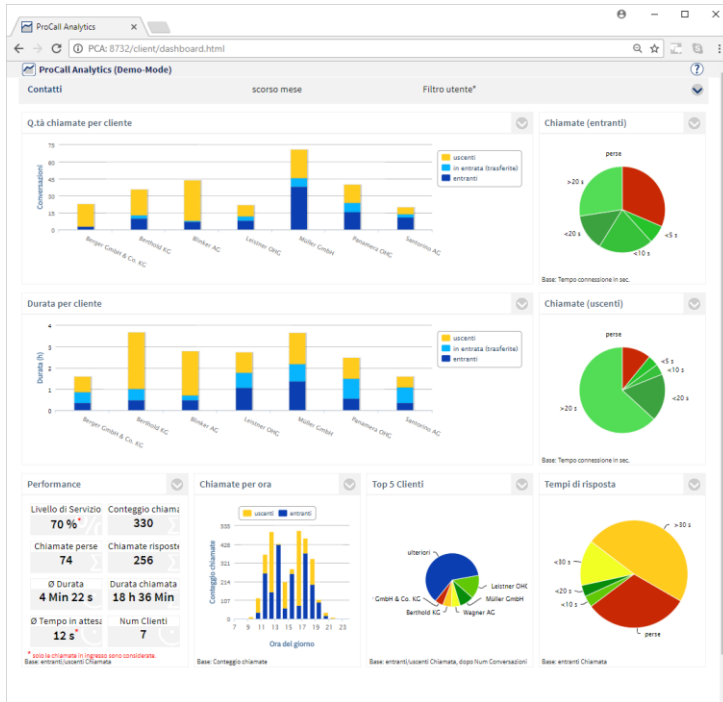
Applicazione accessibile via web



Dati criptati, protetti e accesso ad essi ristretto

Dashboard

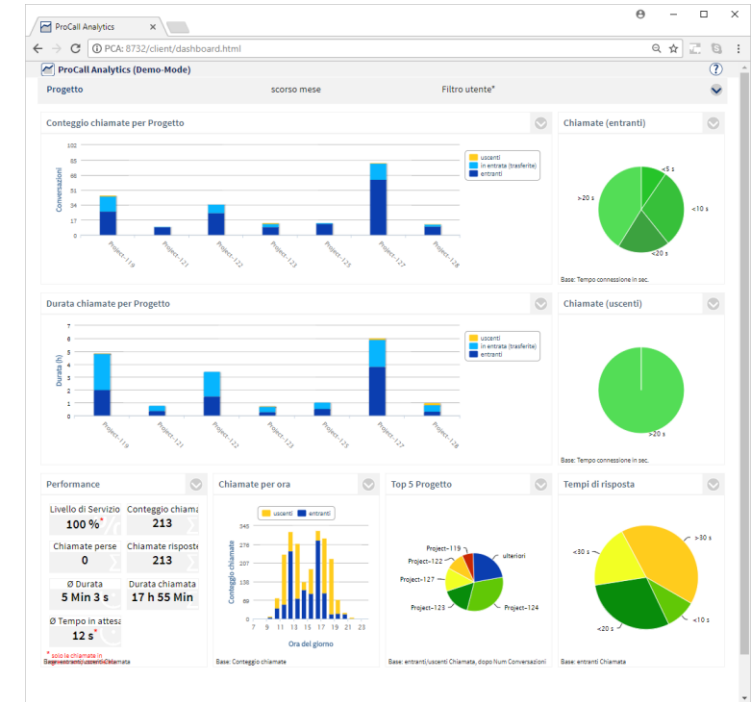
Dashboard Clienti



Dashboard Personale

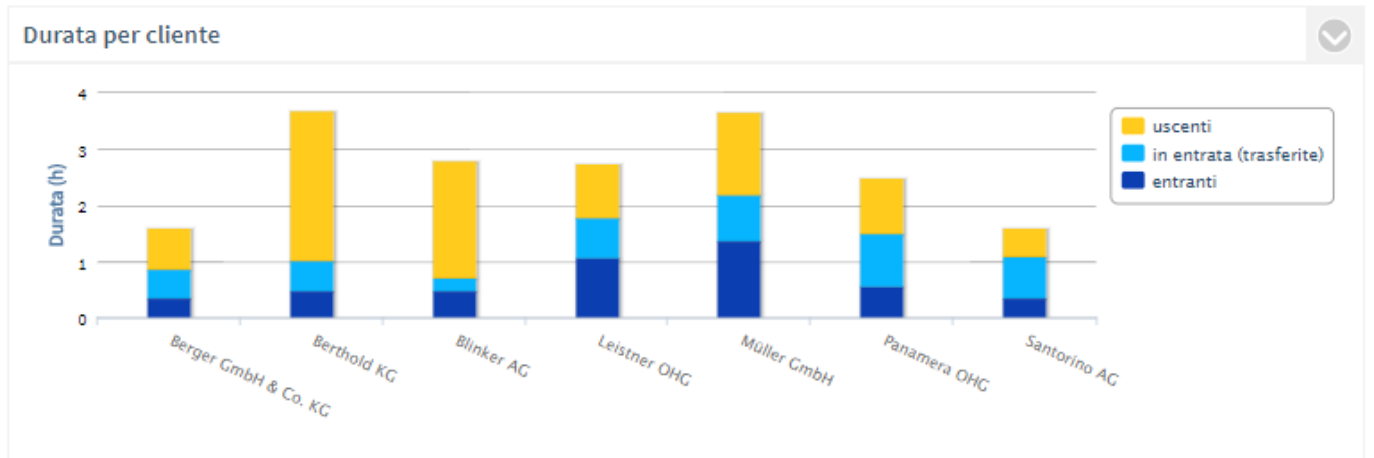
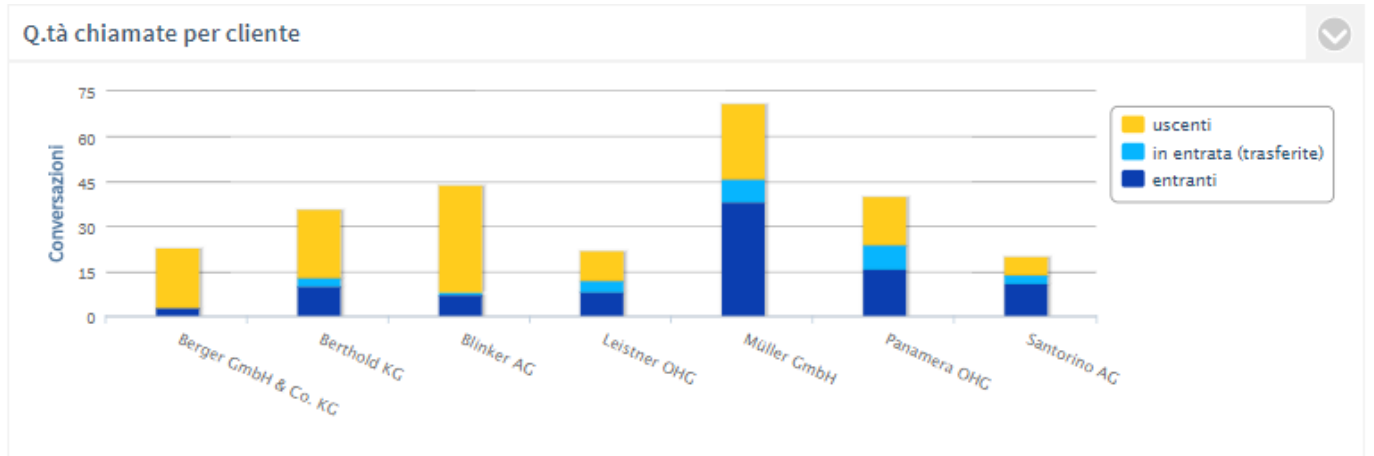


Project Dashboard (Commesse)

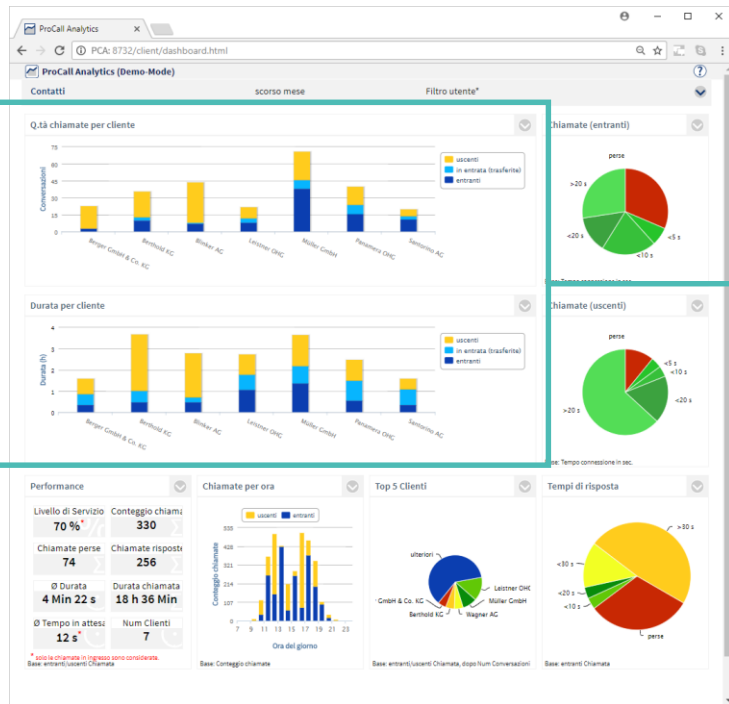


Analisi del traffico (quantità)

Numero di chiamate per cliente



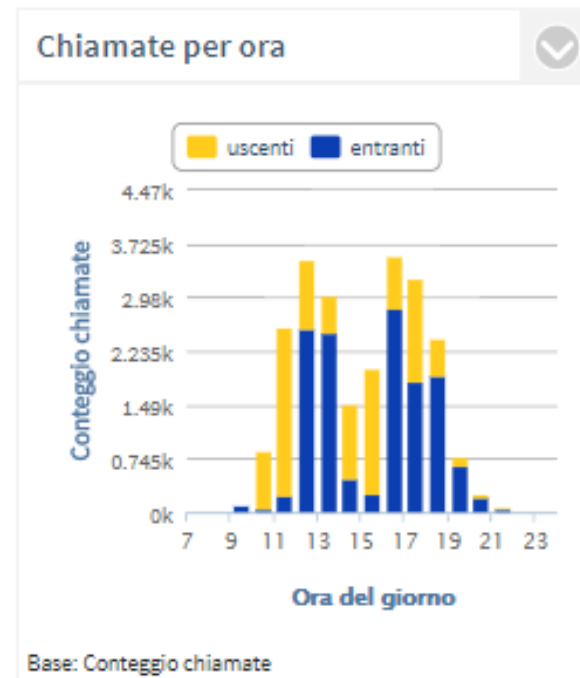
Durate delle chiamate per cliente



Distribuzione del traffico e del personale



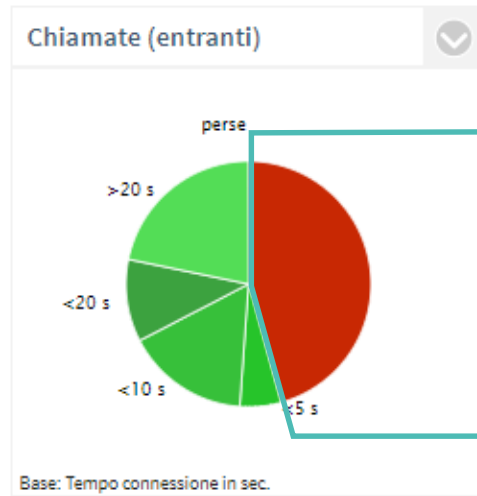
Numero di chiamate



Numero di chiamate perse

Qualità del servizio

Drill Down Function



Chiamate perse



Motivazioni delle chiamate perse

Esportazione dei dati



SMALL, PMI & LARGE Enterprises

www.estos.it/referenze

Commercio, industria, distribuzione,
turismo, professionisti, sanità, etc



Matteo Bellotto

Account Manager Business Partner ITA

estos - Italy

Via Del Cotonificio, 37/1
33100 Udine - Italy

estos - Germany

Petersbrunner str. 3a
82319 Starnberg – Germany

VideoChat: <https://call.estos.it/matteo.bellotto>

email: matteo.bellotto@estos.it

Phone: +39 (0432) 546462

Direct: +39 (0432) 425580