



estos

enables easy communication

A chi si rivolge

Per chi vuole ottimizzare il profitto
con un attenta organizzazione del risorse
nella gestione del cliente

CRM / ERP / Database



PBX / Mobile / Web



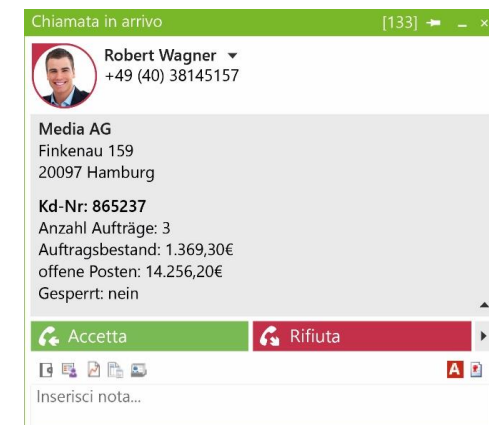
Dal problema...

- Non vuole perdere clienti
- Non vuole che la gente perda tempo
- Non vuole collaboratori poco coinvolti
- Non vuole perdere il controllo

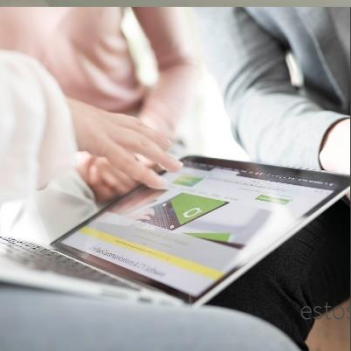


...alla soluzione

- E' immediatamente disponibile qualsiasi informazione su chi chiama o viene chiamato
- Riduzione dei tempi di gestione delle chiamate
- Aumenta della comunicazione interna e del livello di interazione
- Si può monitorare continuamente la qualità del servizio erogato







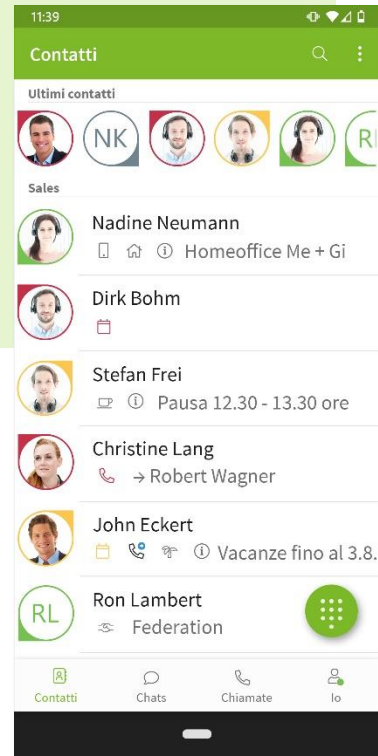
ProCall 7 Enterprise

Unified Communications & CTI Software Suite

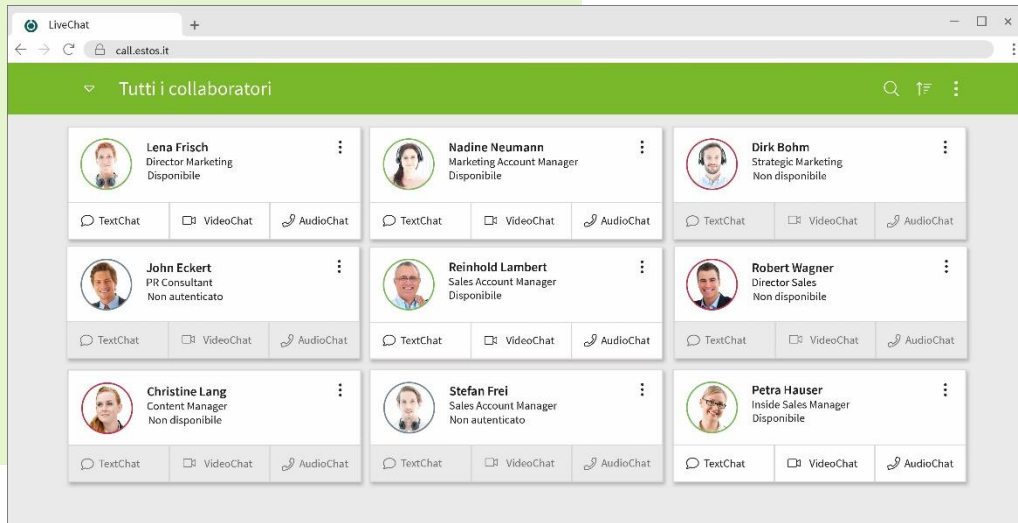
estus Presentation - 2020



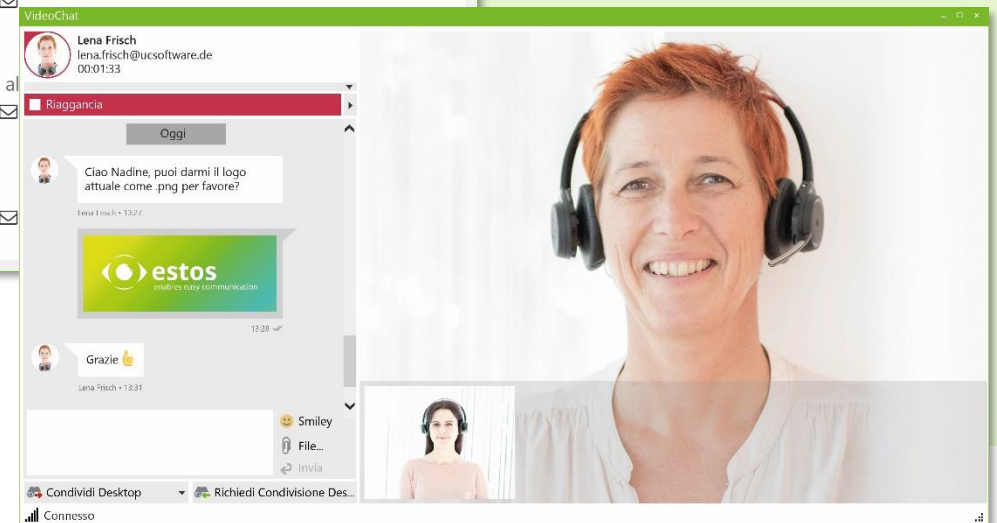
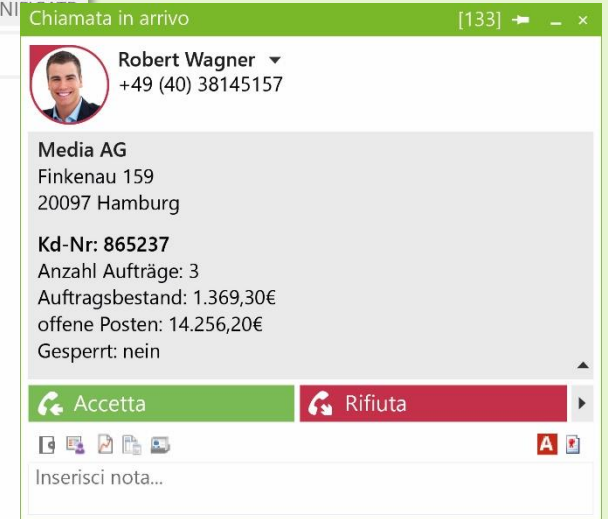
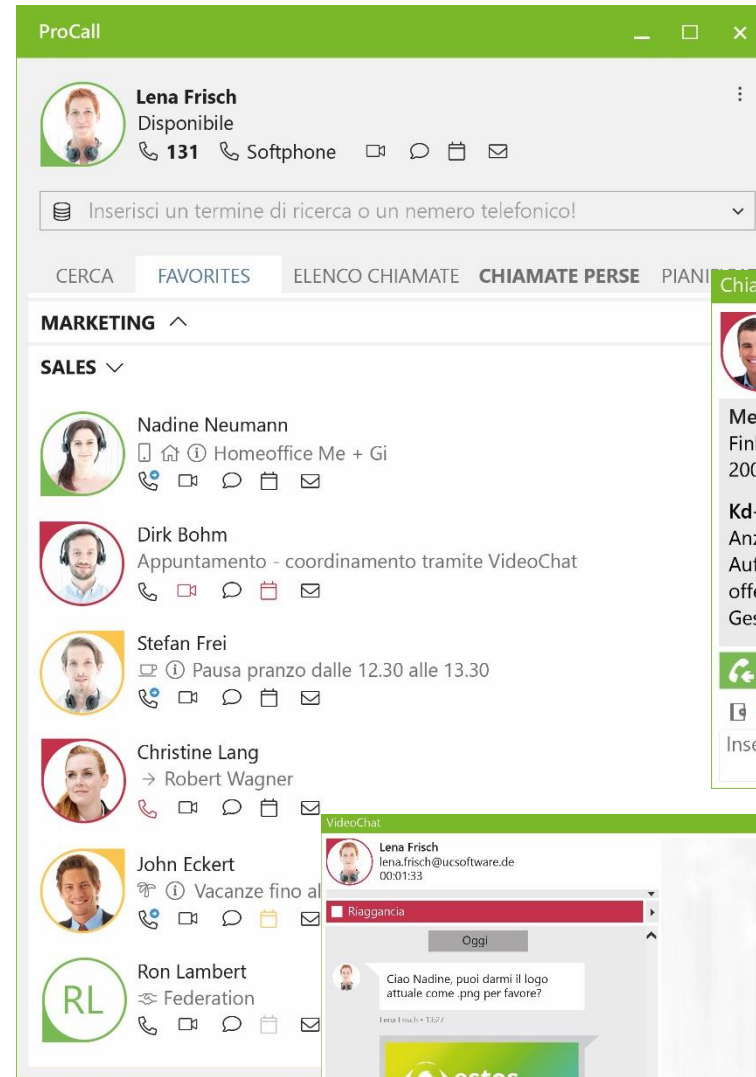
Employee
on the road



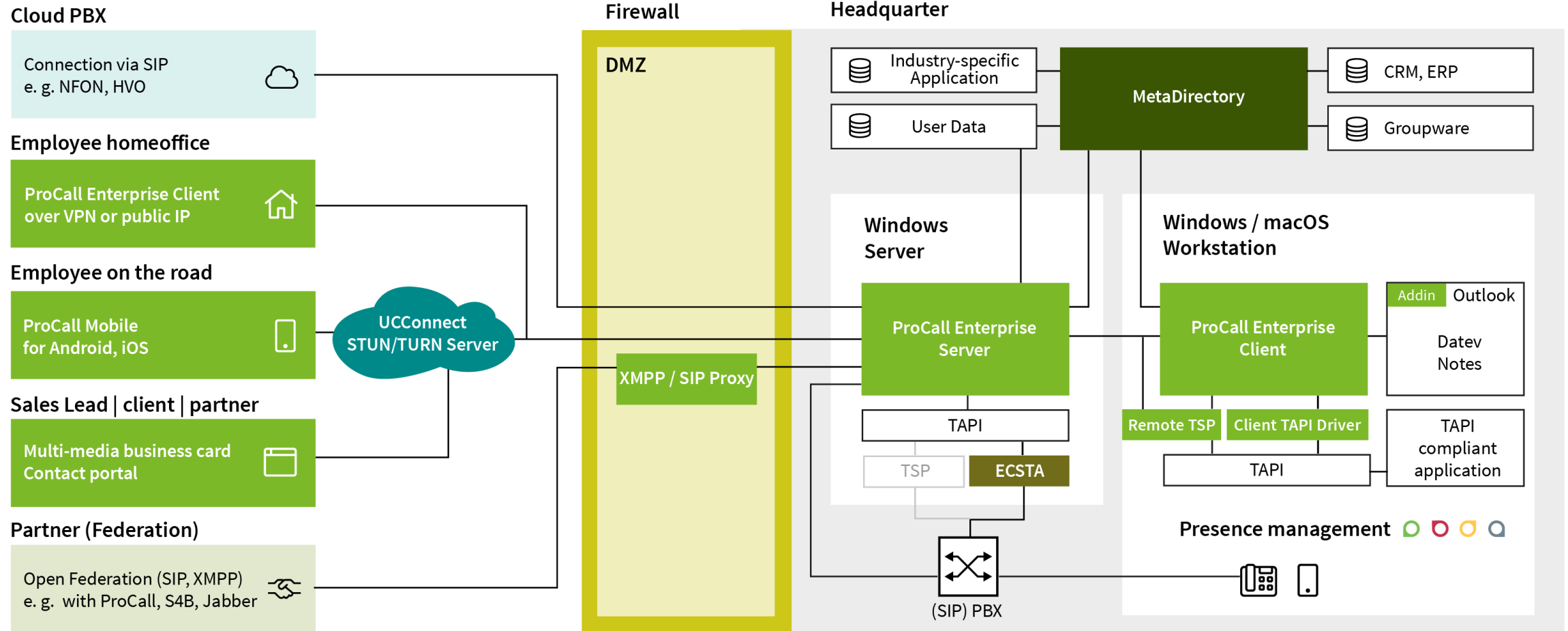
Sales lead, client
or partner



Employee at headquarter
or homeoffice



Topologia



ProCall

Lena Frisch

Disponibile

131 Softphone

Inserisci un termine di ricerca o un numero telefonico

CERCA FAVORITES ELENCO CHIAMATE CHIA

MARKETING ^

SALES v

Nadine Neumann

Homeoffice Me + Gi

Dirk Bohm

Appuntamento - coordinamento tramite Vid

Stefan Frei

Pausa pranzo dalle 12.30 alle 13.30

Christine Lang

→ Robert Wagner

John Eckert

Vacanze fino al 3.8.

RL Ron Lambert

Federation

Business: 133

Business 2: 433

Cellulare: +49 171 3352768

Avvia Chat...

Avvia AudioChat...

Avvia VideoChat...

Scivi un'email: nadine.neumann@ucsoftware.de

Inviare via Fax: +49 8151 36856 833

Condividi Desktop...

Richiedi Condivisione Desktop...

Apri i dettagli del contatto...

Website...

Apri CRM contatto

Prepara chiamata

Pianifica chiamata

Deviazione di chiamata

Imposta la presence...

Crea nuovo contatto...

Crea una nuova voce del Journal...

Azioni aggiuntionali

Notifica se lo stato cambia

Livelli permessi: Team

Aggiungi contatto...

Aggiungi tasto...

Rimuovi contatto

Chiamata in arrivo [133]

Robert Wagner

+49 (40) 38145157

Media AG

Finkenau 159

20097 Hamburg

Kd-Nr: 865237

Anzahl Aufträge: 3

Auftragsbestand: 1.369,30€

offene Posten: 14.256,20€

Gesperrt: nein

Accetta

Rifiuta

Inserisci nota...

CRM / ERP / Database Integration

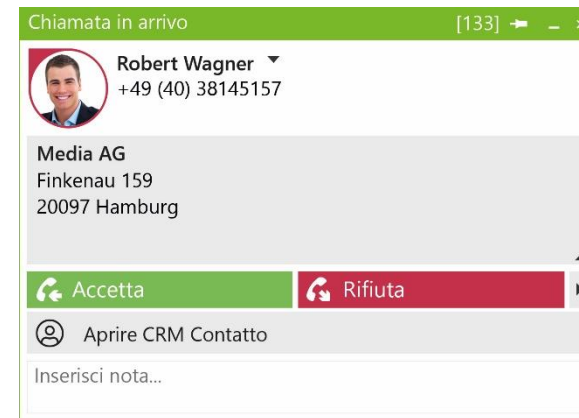
Livelli di integrazione



Without MetaDirectory



Contact data integration



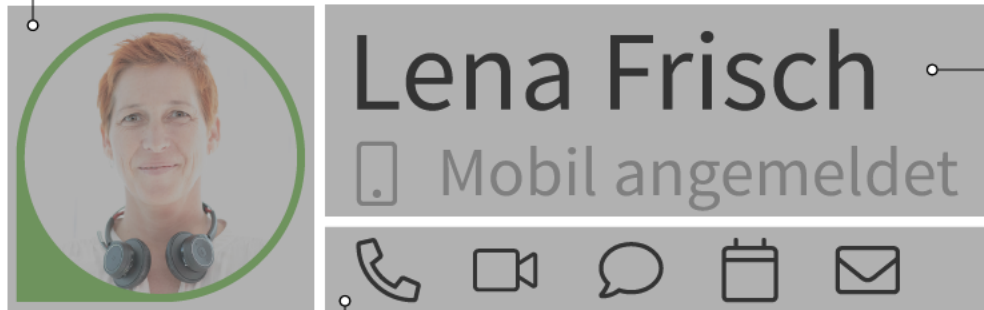
Simple
business process integration
with ProCall Enterprise



Advanced
business process integration
as a service

La Rich Presence di estos

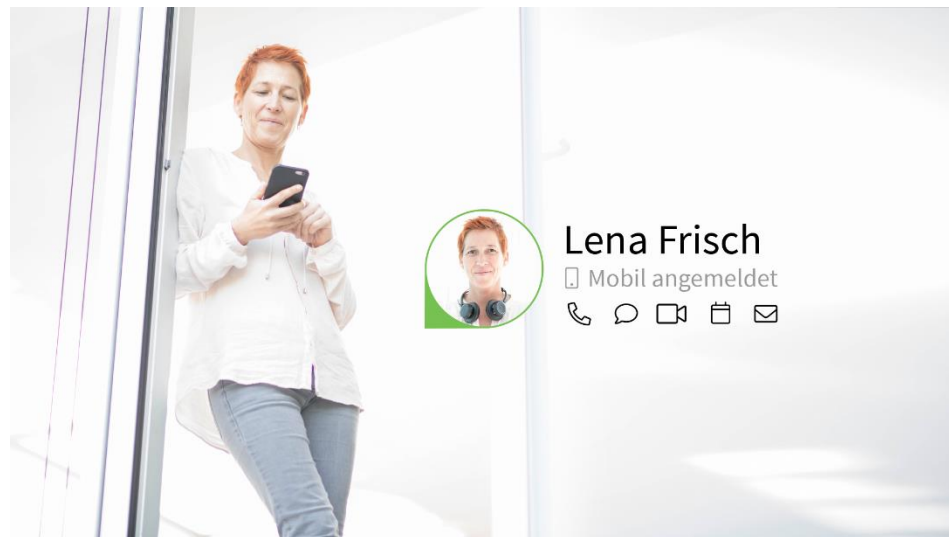
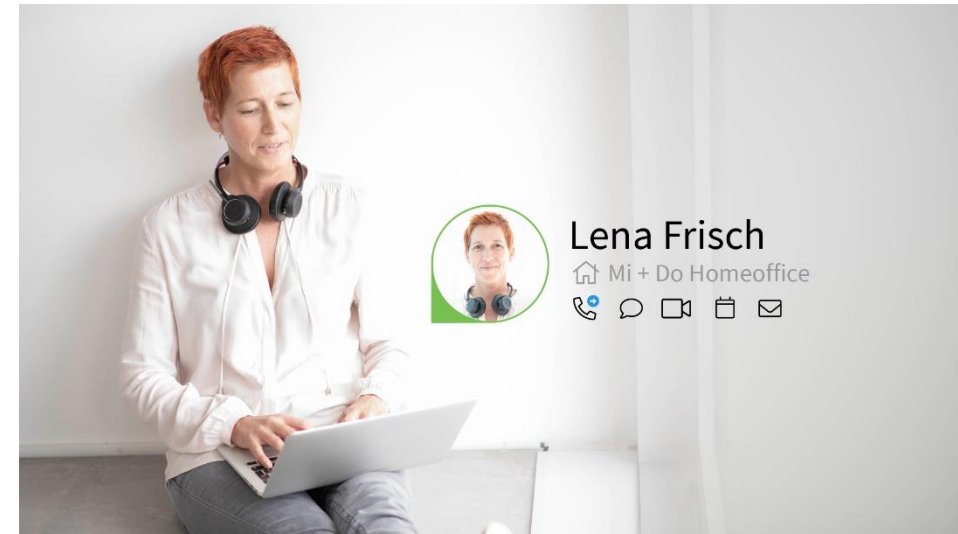
- Stati di presence utente



- Nome utente, ed info stato

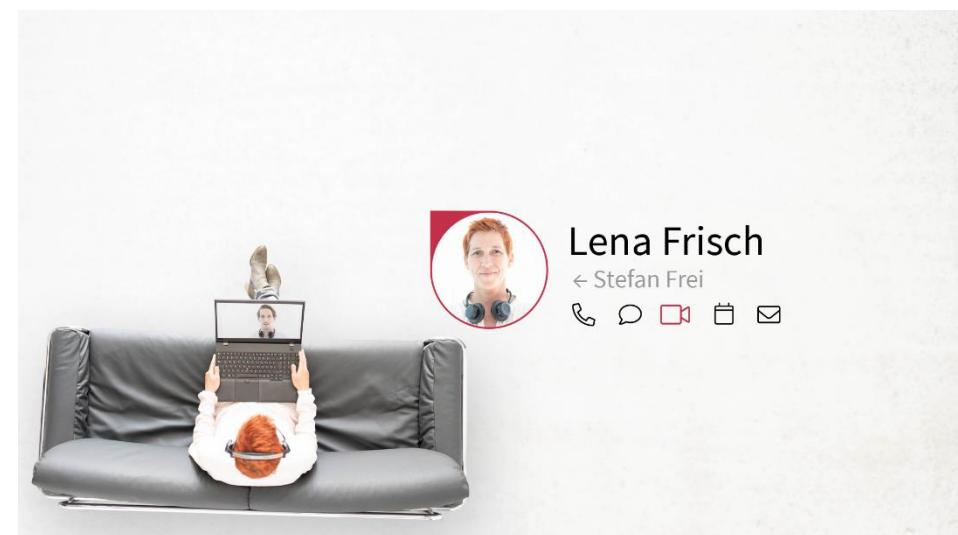
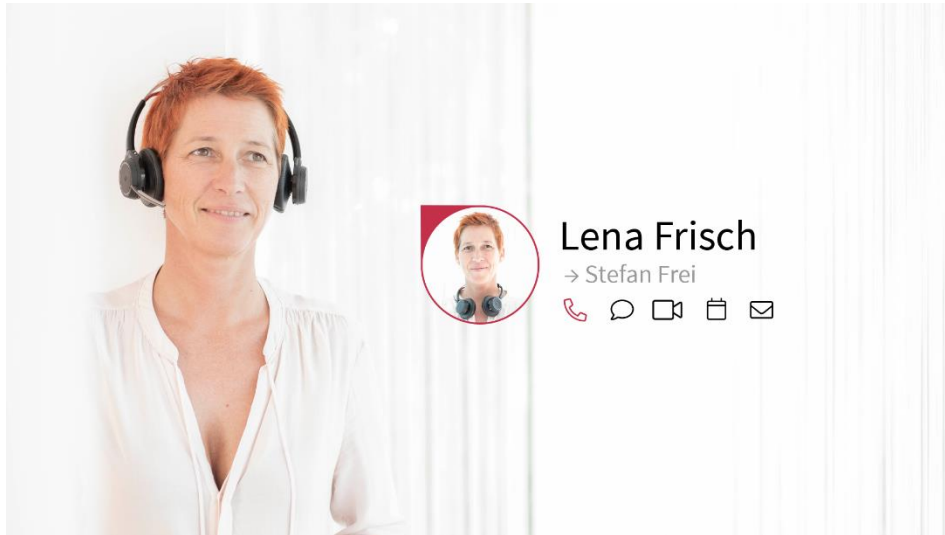
- Canali di comunicazione

Utilizzo della presence - stato „disponibile“

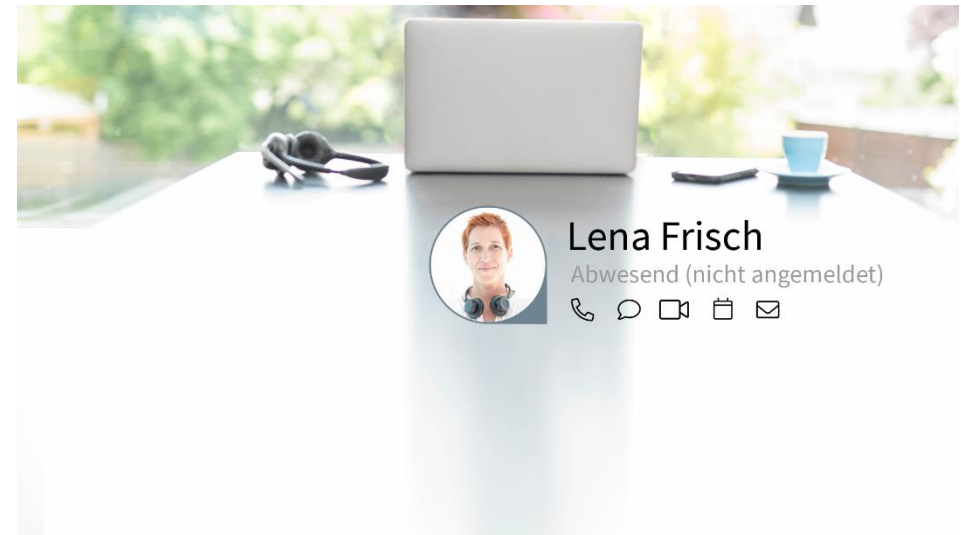
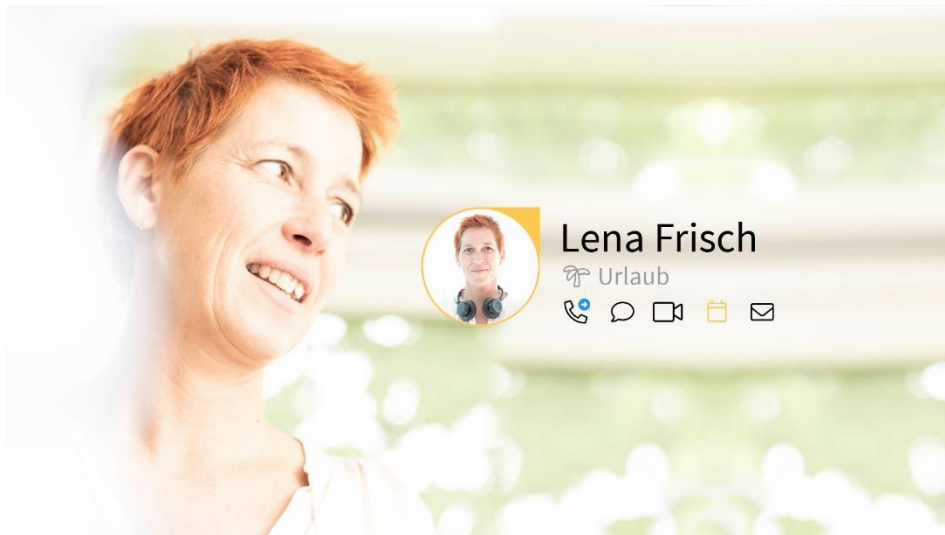
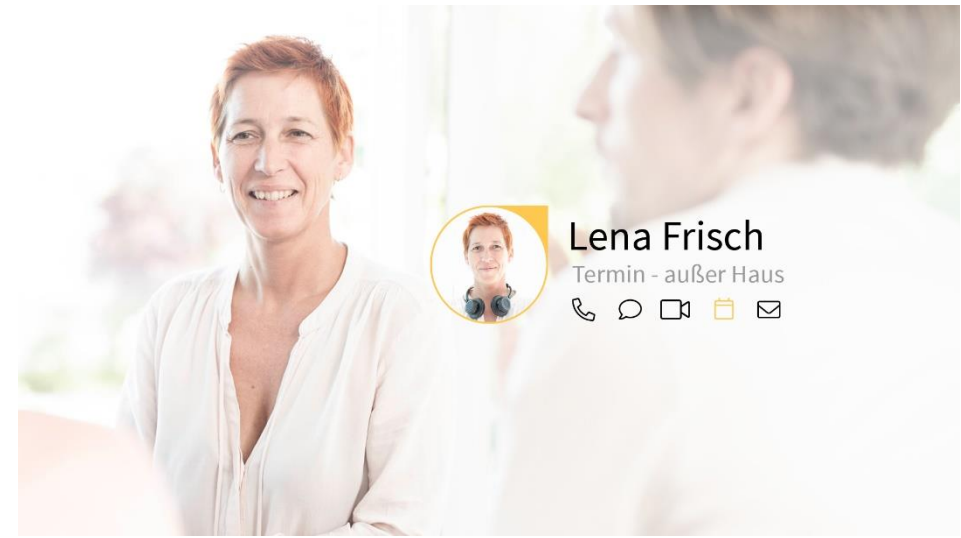


- Rich Presence
- Utente, dispositivi, calendari
- Attivazione servizi di deviazione proprio interno
- DND su tutti i dispositivi incl. Mobile via BT
- Busy on busy per gestione smart multicanalità

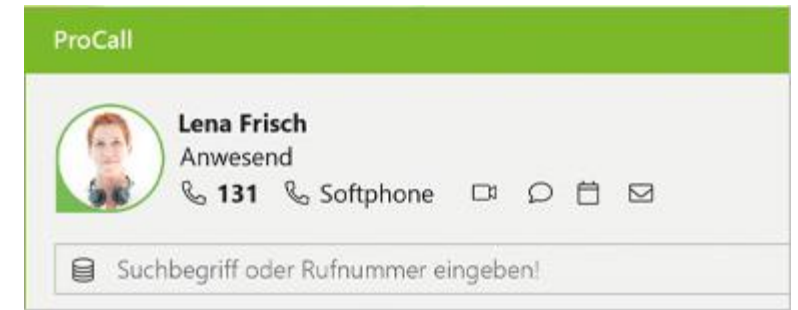
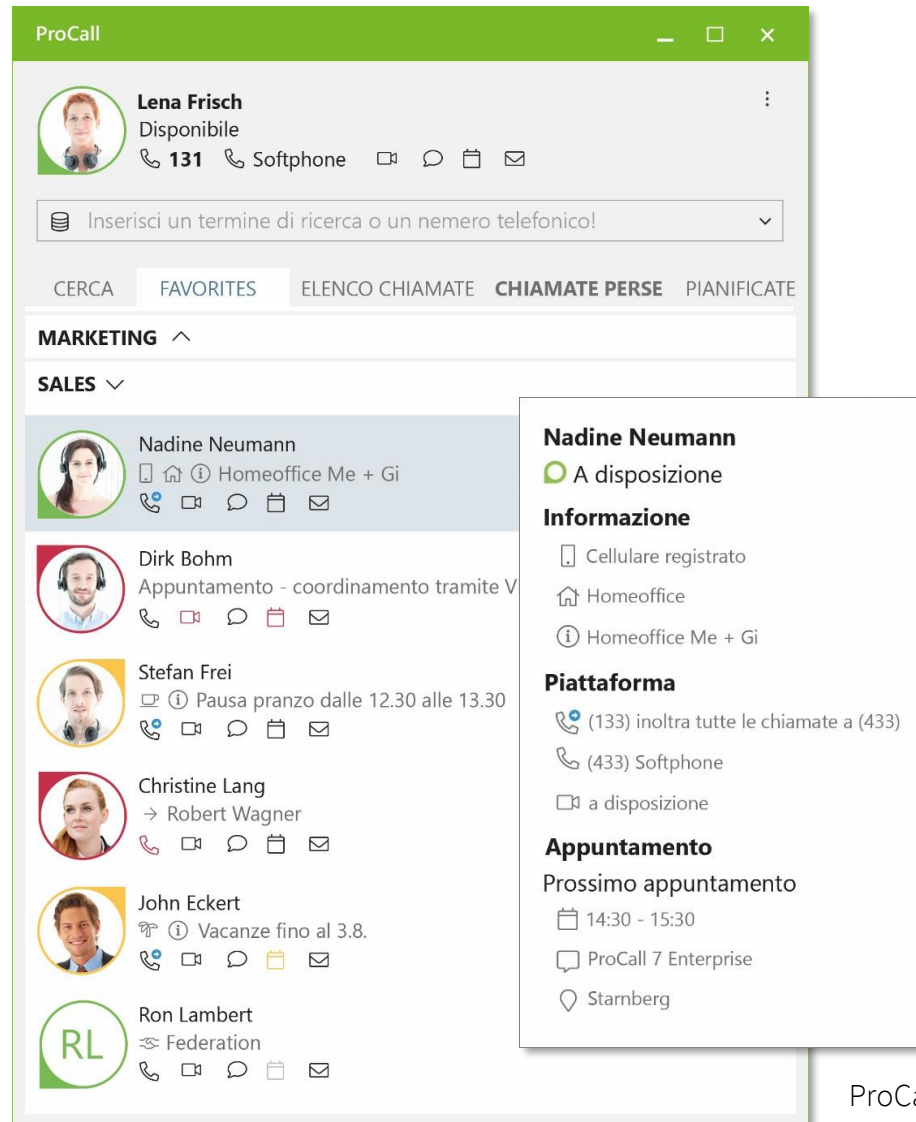
Utilizzo della presence - stato „occupato“



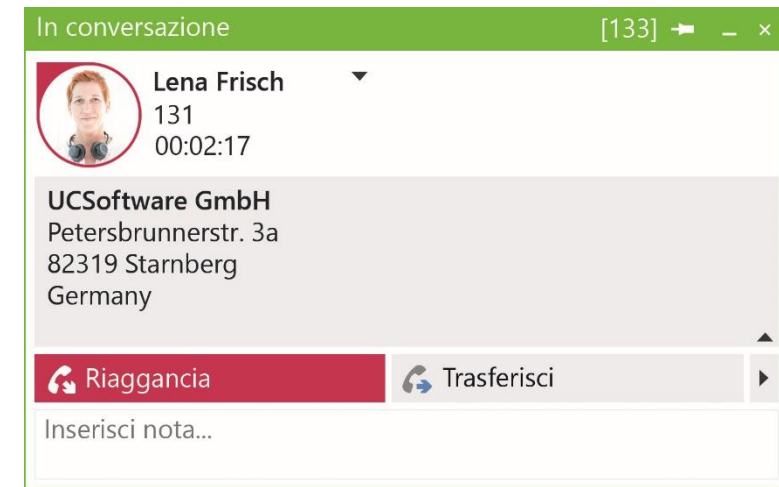
Utilizzo della presence - stato „DND – Assente - Out“



Revamp dell GUI e dispositivi

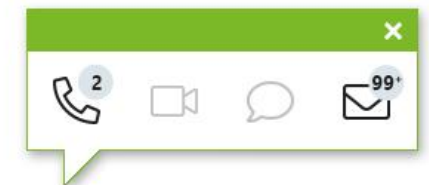


Dispositivi telefonici: TAPI, SIP Softphone, Bluetooth GSM



Finestra di chiamata

Finestra di notifica



ProCall Client con vista sui preferiti



Nadine Neumann




 Homeoffice Me + Gi







Presence area

Information area

Action area

Nadine Neumann

 A disposizione

Informazione

 Cellulare registrato
 Homeoffice
 Homeoffice Me + Gi

Piattaforma

 (133) inoltra tutte le chiamate a (433)
 (433) Softphone
 a disposizione

Appuntamento

Prossimo appuntamento

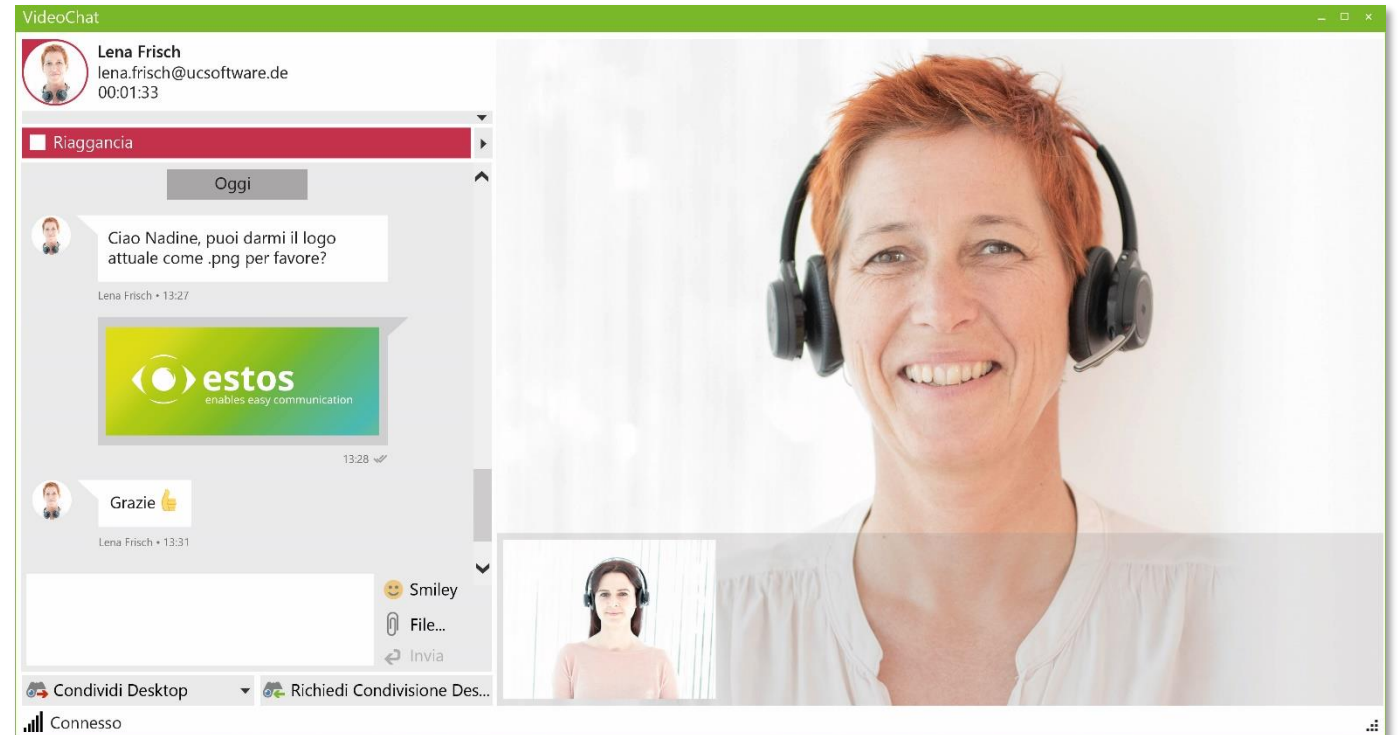
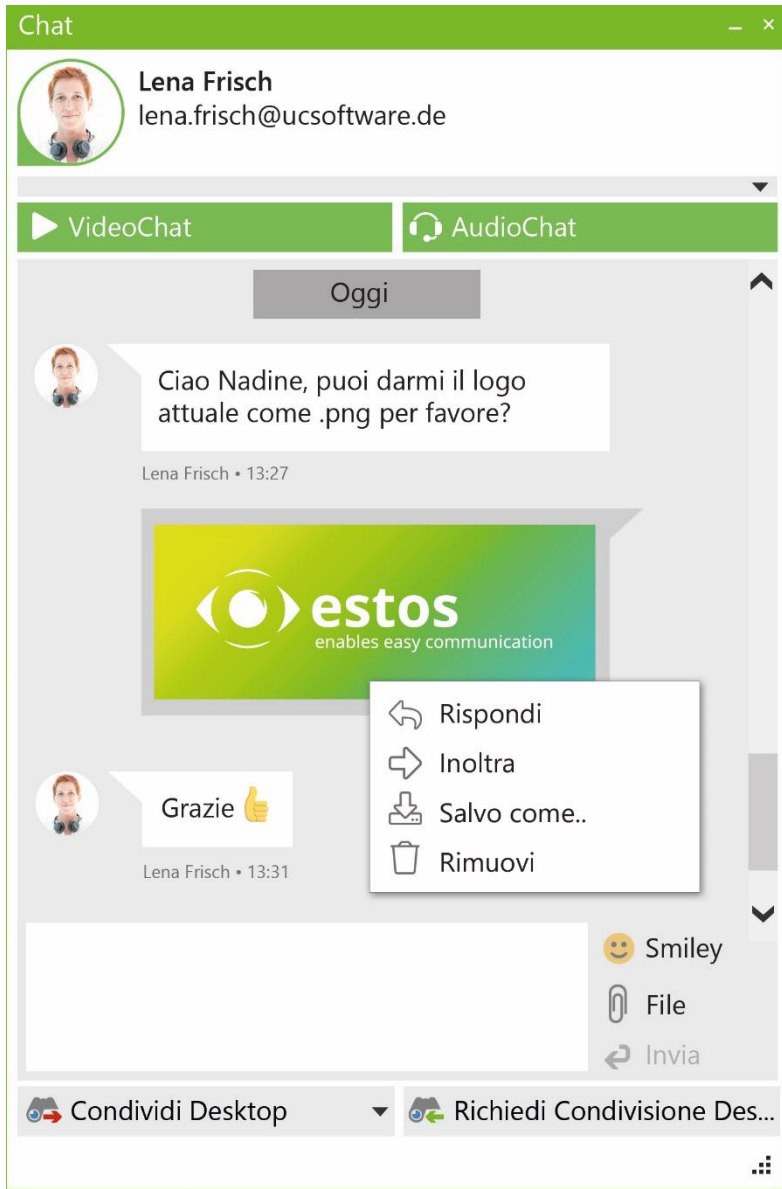
 14:30 - 15:30
 ProCall 7 Enterprise
 Starnberg



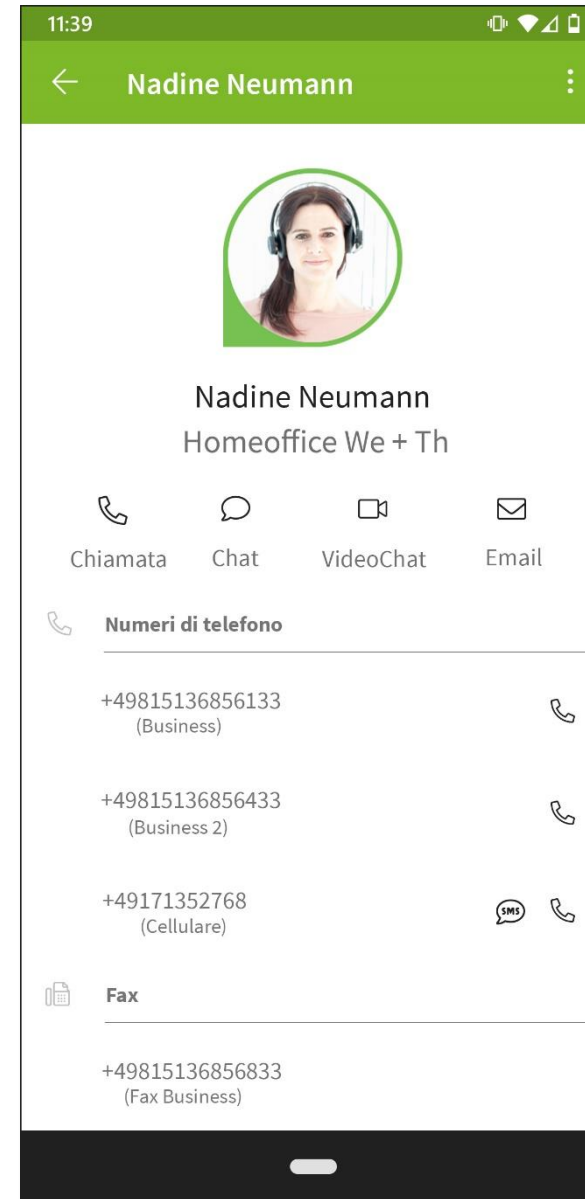
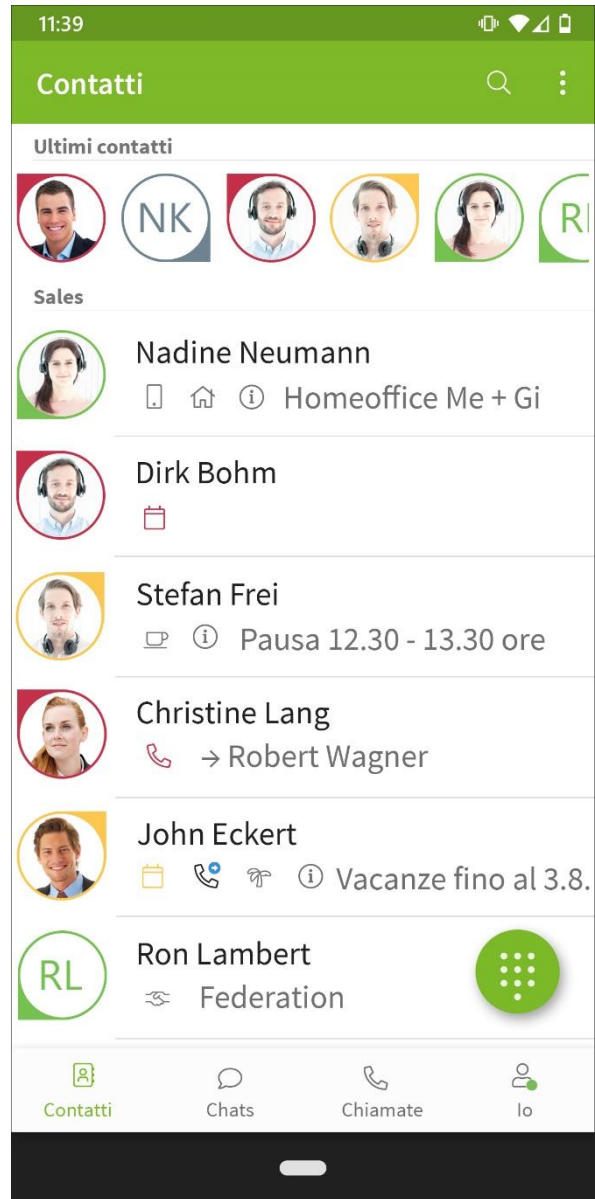



 Homeoffice We + Th

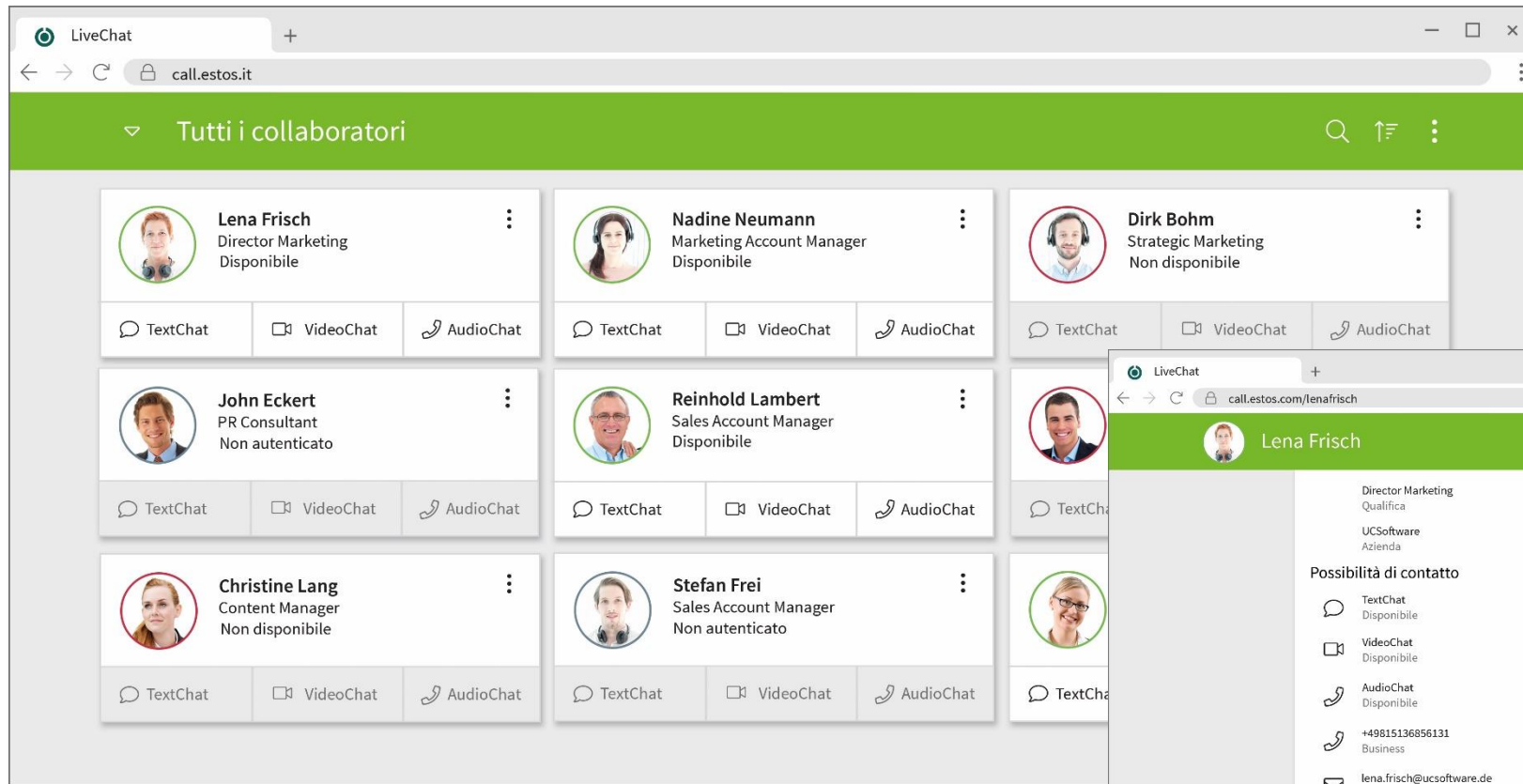




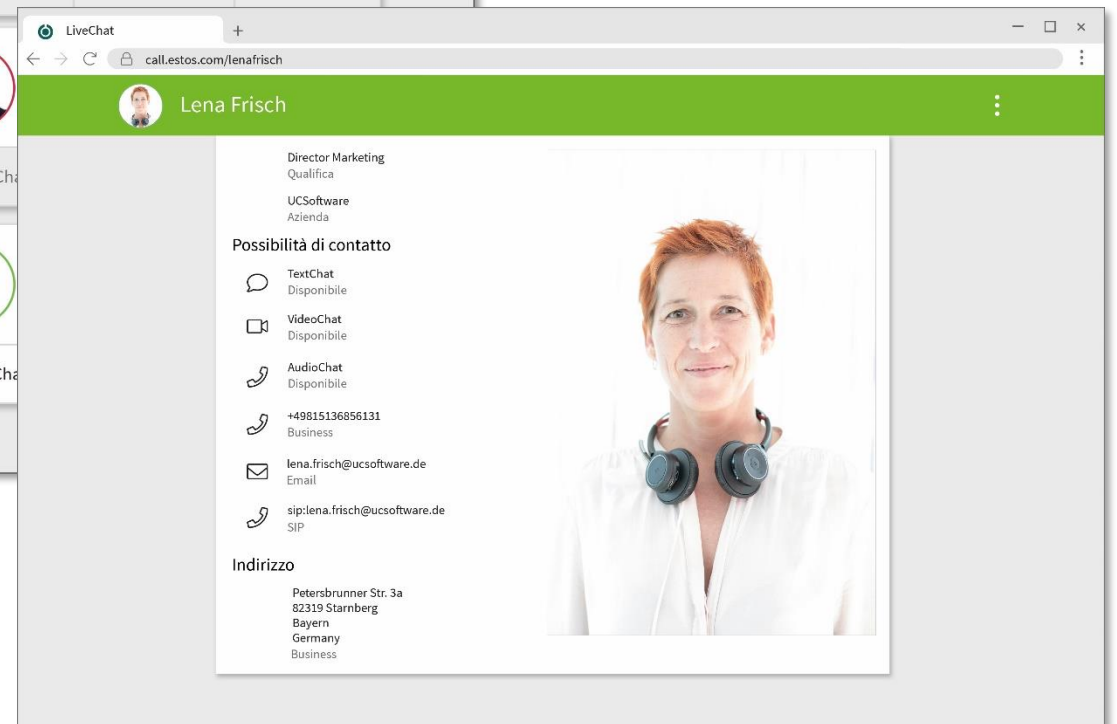
Chat di testo con file sharing, citazione, inoltra, ricerca, desktop sharing, audio/video chat



Website visitor



Contact portal



Multimedia business card



ProCall Analytics 3

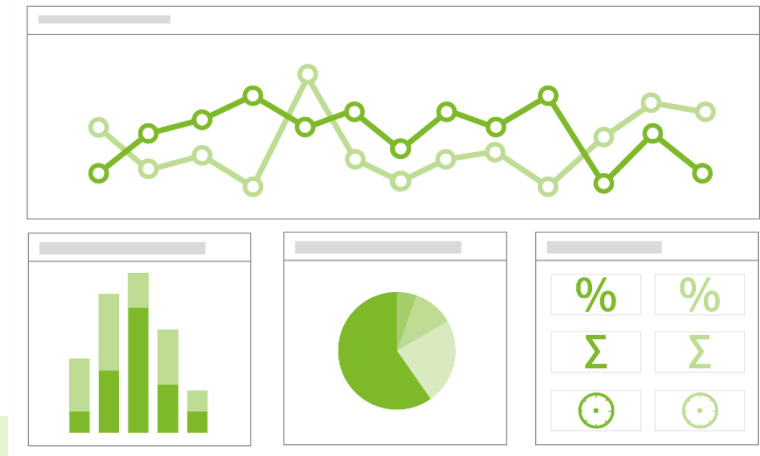
The analysis tool for ProCall Enterprise

ProCall Analytics 3 - Presentation - 2020



ProCall Analytics 3

ProCall Analytics è un modulo aggiuntivo per ProCall Enterprise che, tramite grafici e dashboard personalizzabili, fornisce importanti informazioni statistiche al fine di valutare in modo immediato le vostre comunicazioni e la qualità del servizio erogata

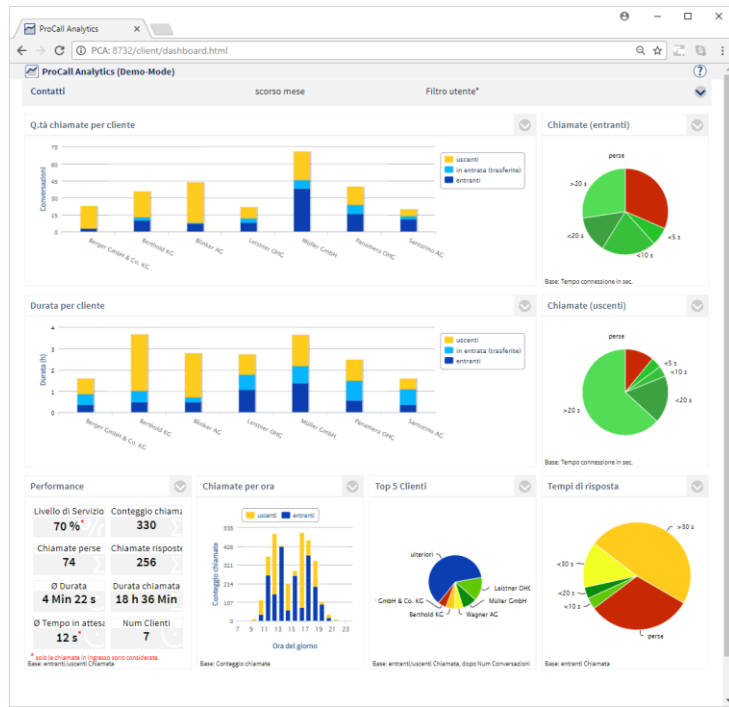


NEW:

- Supporto alle chiamate effettuate con il Softphone
- Licenza a server
- Supporto a ProCall 7 Enterprise

Clearly arranged dashboards

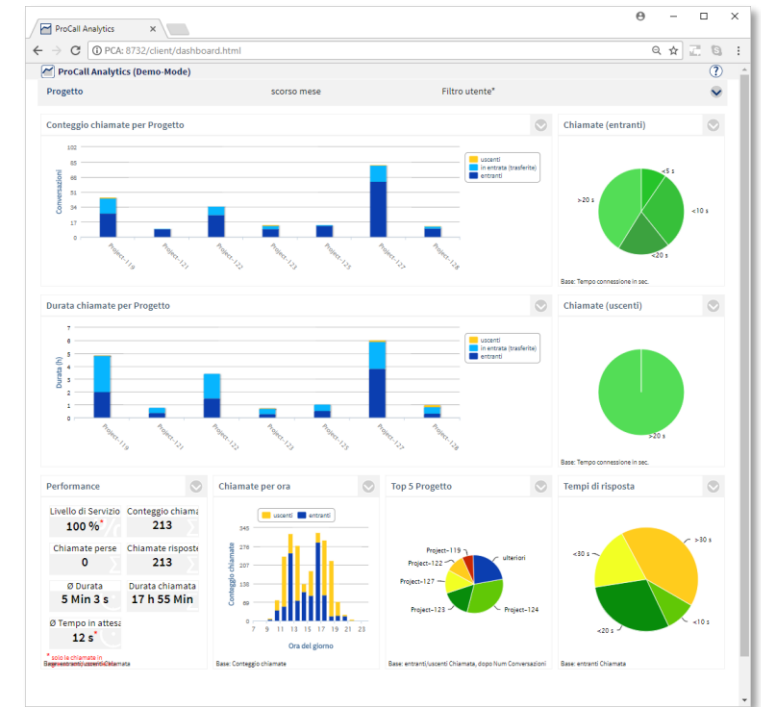
Customer dashboard



Employee dashboard

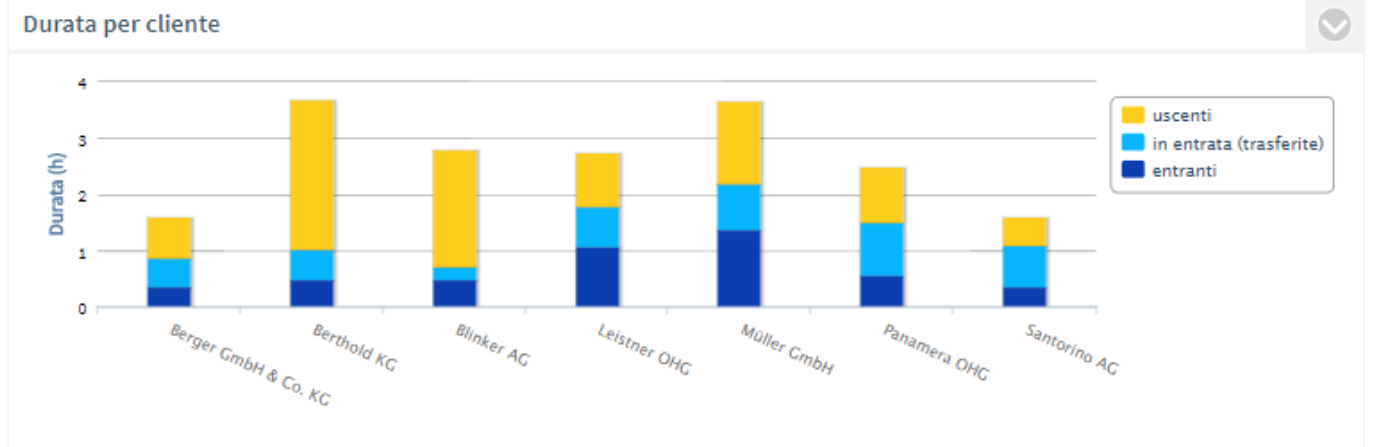
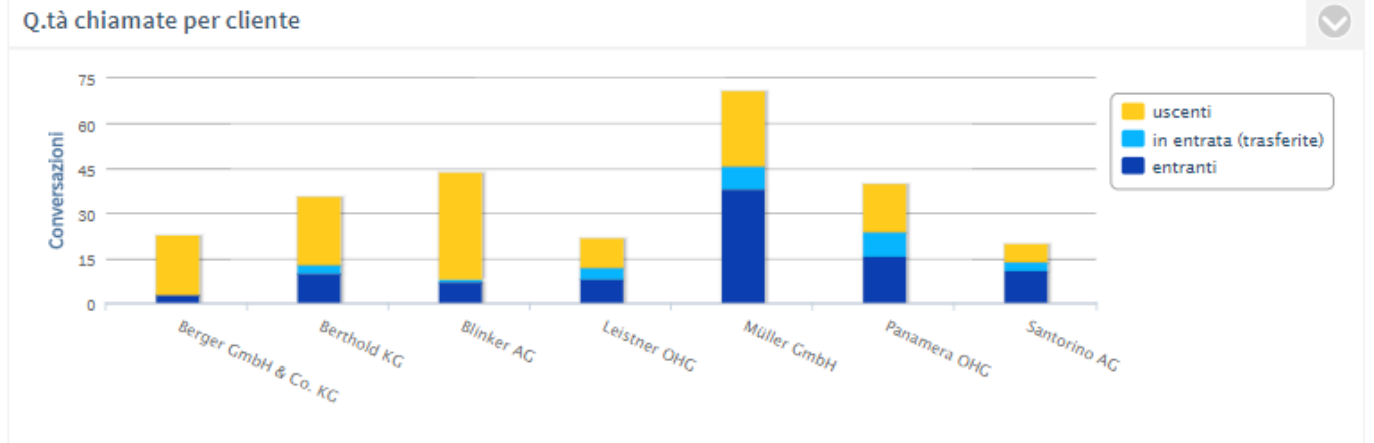


Project dashboard

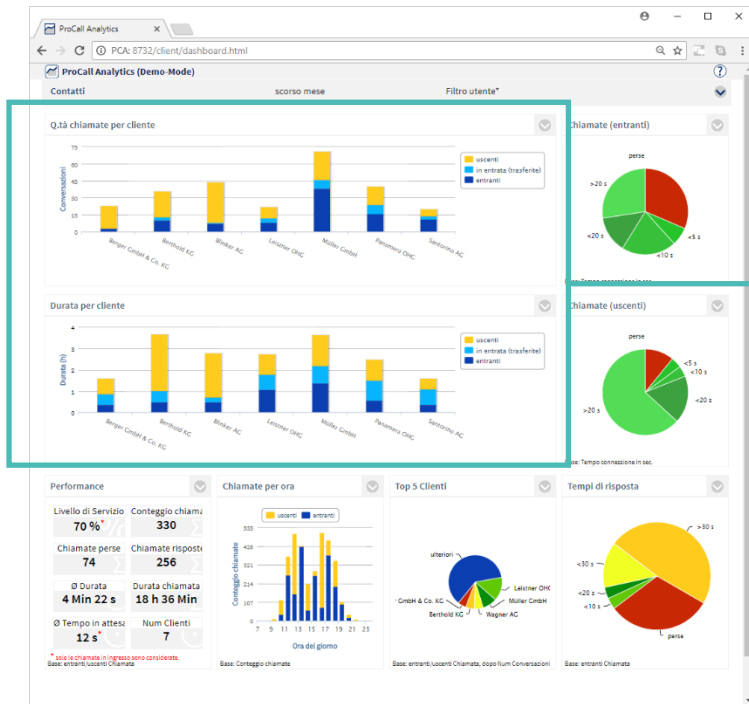


Analisi del traffico (quantità)

Numero di chiamate per cliente



Durate delle chiamate per cliente



Distribuzione del traffico e del personale



Numero di chiamate

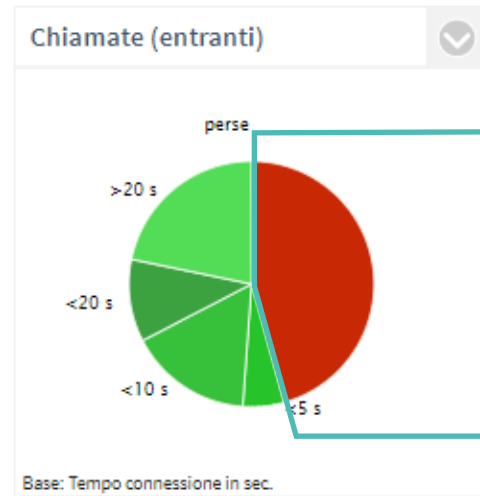


Numero di chiamate perse

Qualità del servizio



Drill Down Function



Chiamate perse



Motivazioni delle chiamate perse

www.estos.it/referenze



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