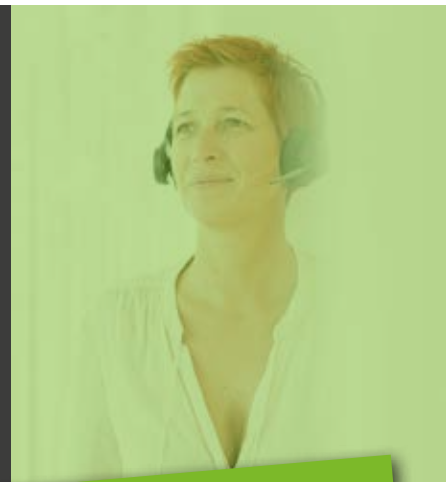




ProCall Enterprise

Unified Communications & CTI Software Suite:
Native Client for Microsoft Windows

The interaction between people is the basis of all company processes. To communicate with each other is both a need and a necessity. Flexible workplace and working time models, as well as the rapid digitalization of all areas of life, present companies in Europe with ever greater technical, legal and organizational challenges. With its proven UC functions and business process integration capabilities, **ProCall Enterprise** has been reliably simplifying communication and business processes.



Simple, location-independent and secure

Optimal accessibility, multiple communication channels and the secure, personal exchange of information contribute significantly to a productive working environment.

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 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.

MultiSite

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

Maximum flexibility

A company's communication, both internal and external, is becoming increasingly diverse. As a unified communications & CTI software suite, ProCall Enterprise offers its users maximum flexibility in their daily work.

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. With ixi-UMS Business.

MultiVendor

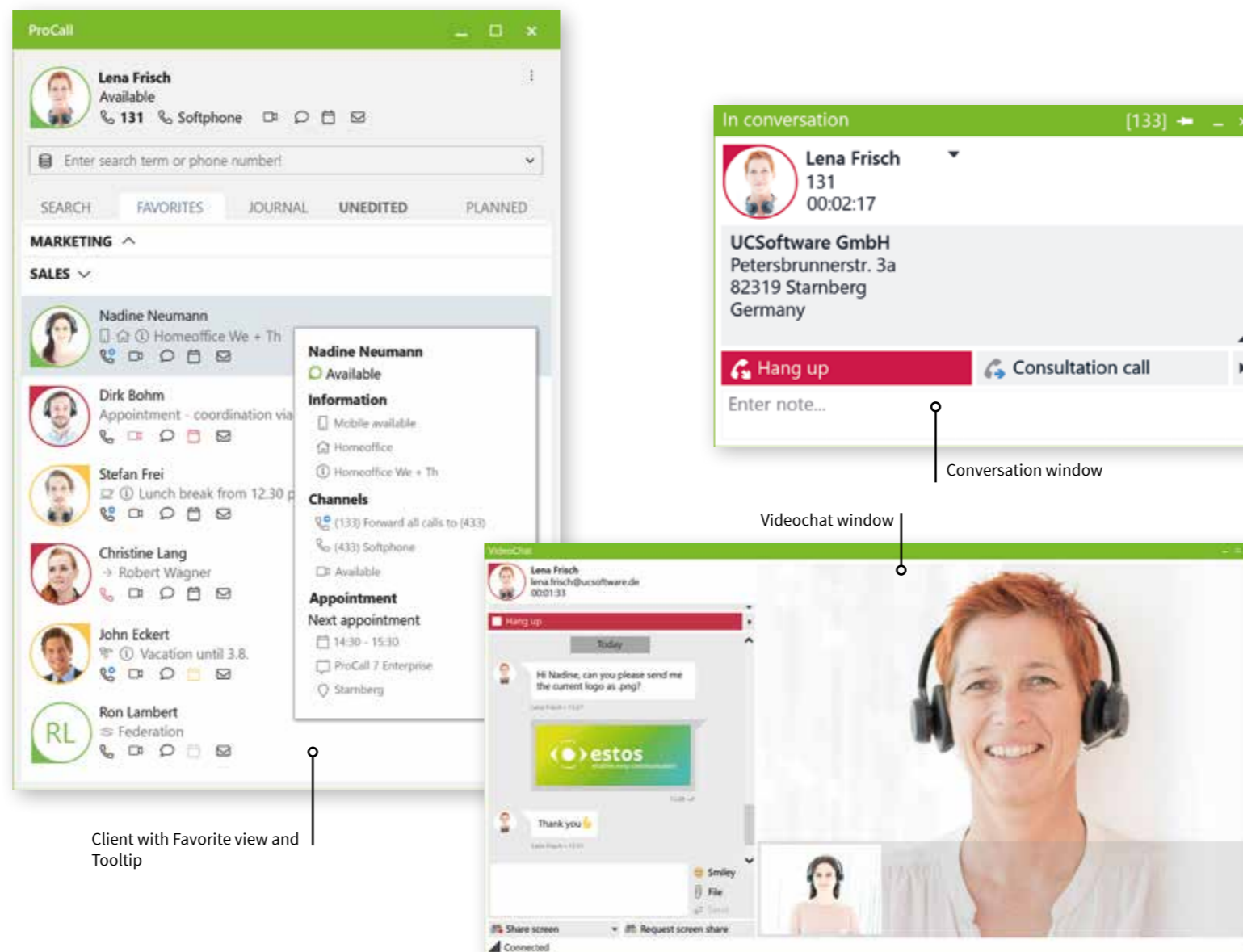
Integrate different telephone systems from various manufacturers into one application, whether from the cloud or on the premises.

MultiDevice

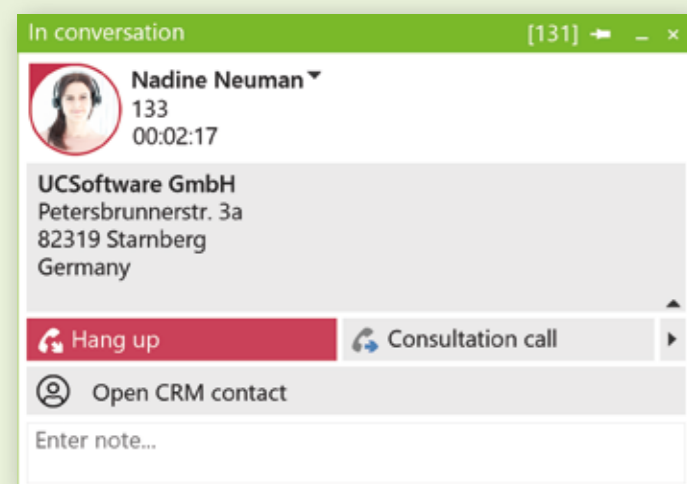
MultiDevice means that ProCall Enterprise is platform-independent and device-spanning, and also offers native clients for macOS, iOS and Android.

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.



Client with Favorite view and Tooltip

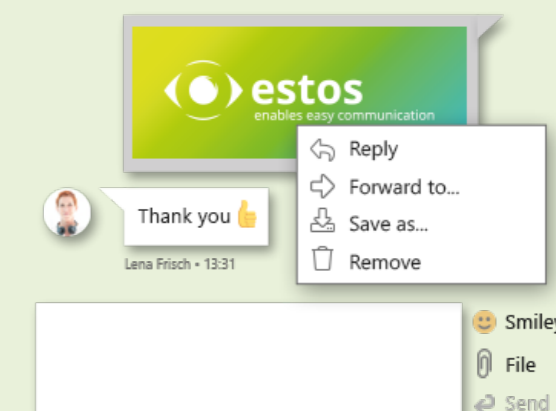


OPEN CRM CONTACT

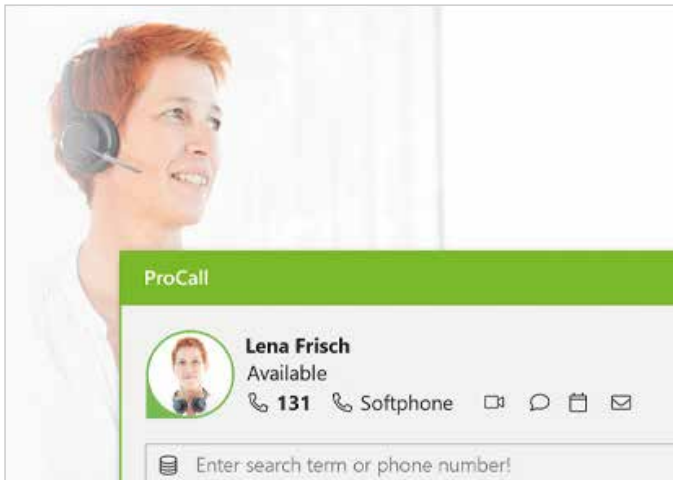
The greatest value of a UC application is created when it is integrated as much as possible into the business processes and procedures of a company. Tiresome routine tasks, e.g. checking customer data during a telephone call, are to be simplified for users and therefore errors minimized. ProCall Enterprise makes the integration of business applications easier than ever before. The configuration is carried out individually at each workstation or administratively on the UCServer.

SIMPLY SHARE

In many areas of day-to-day collaboration, it is necessary to share content with colleagues to share information and work together. With ProCall 7 Enterprise, this is now easier. Client chat for Windows, iOS and Android allows users to quickly and easily share content such as files, photos and videos with other ProCall users. The „Reply“ and „Forward to“ functions allow you to comment on information within the chat or forward it to other people.

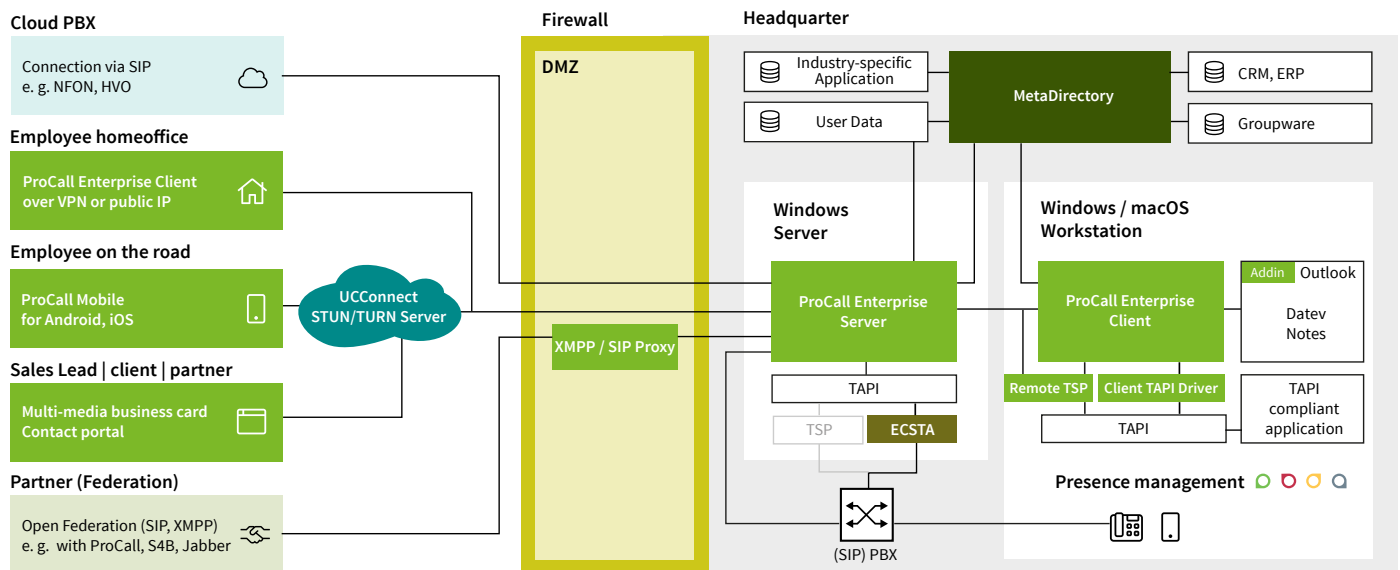


***NEW



SIP SOFTPHONE

In projects with many phone extensions that are to be equipped with the ProCall Enterprise Softphone, the technical limits of scaling have so far been quickly reached. Changes to the UCServer and Media Server have significantly raised these limits and improved reliability. In addition, other systems – HFO Crown Centrex, reventix virtual telephone system, autphone aut-voice – can now be switched on with the softphone. Users also benefit from the new version: They can now change the input/output device during a call.



All technical information always up-to-date!
support.estos.de

© estos GmbH. No guarantee is offered for the above information. The right to make technical modifications is reserved. Updated 06/2020

