estos
enables easy communication

Unified Communications

Software for the future workspace

UC stands for **unified communications**. The originally discrete worlds of communication, PC and telephone, are combined in a single application. Options for telephony, messaging, text, audio and audio / video chats within an enterprise and via the technology of federation, but also beyond the enterprise's four walls - UC combines all of this in a single interface for all terminal devices. The integration of communication functions into existing business processes ties together important work steps and adds the finishing touch to the services of UC.

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More Efficiency Through Unified Communications.

With unified Communications & CTI software from estos,
enterprises are able to simplify their day-to-day work through:

Computer Telephony Integration (CTI)

Flexible, cloud-compatible telephone solution modules - for the desk telephone at the workstation, for Softphone users or for the connection of a smartphone via Bluetooth to the PC.

Messaging

The full bandwidth of the asynchronous messaging world: from e-mail and fax to SMS and voicemail - everything from one application. With integration into the leading groupware solution.

Presence management

Presence information accurate to the second for all contacts, internal and external, thanks to federation. Option to view colleagues' and partners' diaries. With customizable permission levels.

Text and audio/video chat

Communication in real time via text chat and browser-based audio/video chat. For professional customer service with ad hoc contact options via the corporate website.

Federation

Enterprises are able to optimize their external collaboration with federation. Based on open standards and secure protocols, they network beyond the enterprise's own four walls with partners, suppliers and customers.

Platform-neutral access, on all devices

Whether it be as an app for a smartphone, Mac or Windows PC: mobile employees enjoy universal and secure access to the enterprise data they need. This means they are also able to work efficiently while they are on the move.
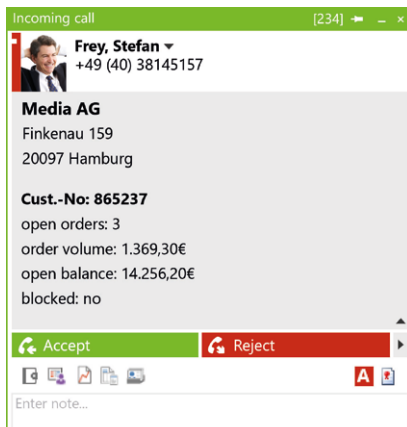
Business process integration

By integrating communication functions into existing business processes, employees are able to access valuable information about the caller as soon as the call comes in. For efficient call management.

All data At a Glance when a Call Comes In.

The networking of communication and corporate processes makes
the most of the UC solution's potential.

UC solutions only develop their full benefit if they are integrated into day-to-day business processes. For example by connecting them to an enterprise-internal database or a goods management system. Data sources distributed within the enterprise can be bundled and displayed in a clear and manageable way. If a customer calls, the employee can view all of the relevant customer data with a click. Is it a regular customer? What have they ordered? What did they request last time they called? This information allows the employee to provide a professional and situation-appropriate response.

In Contact With Website Visitors.

Give your website a personal note with direct contact options
featuring text and audio/video chat.

Use a modern live chat and talk to your website visitors in real time. Show them that you're there. Based on the Internet technology **WebRTC**, enterprises are able to offer their website visitors direct communication with the enterprise's employees without any additional software. Whether it be via a contact portal on which selected employees are made visible "to the outside world", or as a multi-media business card.

Can Be Integrated In a Variety Of Ways.

High interoperability and manufacturer neutrality allow estos software
to be used in virtually any scenario.

estos software can be easily integrated into existing ITC infrastructures, thereby protecting legacy investments. It offers the option of merging different telephone systems and different locations to create a standardized server environment. Secure communication protocols ensure protection for sensitive enterprise data. Open standards and regular certifications (e.g. Microsoft operating systems) safeguard the future compatibility of estos products.
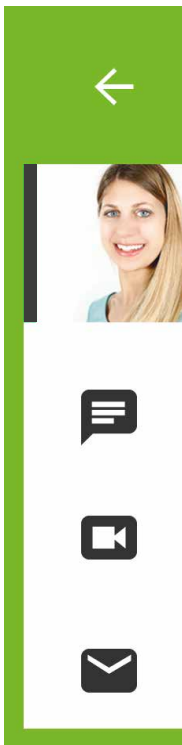
Why are more and more enterprises relying on UC?

UC makes enterprises' communication-intensive processes
easier. This gives them the ability to make employees' day-to-day working steps simpler, minimize sources of error and sustainably improve communication and collaboration both internally and externally.

Profit From Digital Transformation.

Digitize enterprise processes and seize the opportunities of change.

The term **"digital transformation"** describes the change in enterprise made possible by the use of Internet-driven technologies.

To harness the opportunities that this provides, enterprises need to review their information and communications processes and adapt them if necessary.

estos develops software designed to improve communication and collaboration in enterprises. Communications processes are the important drivers of innovation for digital transformation. Within these processes, communications applications, networking, the provision of data and the optimization of business processes play an important role.

As a result, **unified communications software** from estos is the first choice for enterprises wanting to engage with digital transformation.

Unified communications software from **estos** uses state-of-the-art, Internet-based technology such as **WebRTC** and is both fast and easy to integrate. Enterprises, administrators and users benefit from it - right from the very first second.

More about this topic :

estos.com/digitaltransformation

Want to know more? Then arrange an appointment with us.

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