



# Your reference questionnaire

## 1. Reference company

Company name: \_\_\_\_\_

Company address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Number of employees (total) \_\_\_\_\_

Number of employees which use  
the estos solution (total)... \_\_\_\_\_

at the workstation: \_\_\_\_\_

mobile: \_\_\_\_\_

Number of offices: \_\_\_\_\_

Your website: \_\_\_\_\_

## 2. Contact Person for the estos Joint Success Story

### 2.1 Primary Contact Person for customer referrals

Name, surname: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

### 2.2 Primary Contact Person for marketing issues

Name, surname: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_



2.3 Primary Contact Person for technical issues

Name, surname: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

**3. Who was your implementation partner?**

Please note company name and Primary Contact Person.

Company: \_\_\_\_\_

Name, surname: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_



#### 4. Used estos products

	Produkt	Version
	ProCall Enterprise	
	ProCall LiveChat	
	ProCall for Mac	
	ProCall Mobile	Android
		iPhone
		iPad
		Remark: _____
	ProCall Analytics	
	MetaDirectory	:
	Contact Kit for Lync / Sykpe for Business	
	PhoneTools for Lync	
	CallControlGateway	
	ECSTA-Series For which PBX?	
	ProCall One	
	PushToSmart	

Does your company use IP-centrex?

Yes, hosted  No



Are you planning to use Federation for exchanging information between companys? If yes, with which platforms?

- ProCall  Lync  SIP/SIMPLE  XMPP  
 Not planned currently

**5. Your benefits**

Please tell us your individual primary advantages that your employees percieve since using the estos solutions. Which was the main reason that made you choose an estos solution?

**6. Which client or server applications are you using in combination with estos software?**

- Microsoft Outlook/Exchange Server  
 Microsoft Lync Server  
 Lotus Notes/Domino  
 Tobit David InfoCenter

other: \_\_\_\_\_

**7. Are you using an integration to your business processes?**

- Individual connection to one/more ODBC data sources  
 Individual conntection to data sources via estos MetaDirectory  
 Cobra  Microsoft Dynamics  SAGE  SAP Business One  
 DATEV  
 Other CRM-, ERP-systems or industry-specific applications:

\_\_\_\_\_  
 Not planned



**8. Which perceived characteristics of the solutions do you value the most?**  
 (f.e. networked locations, integration with Microsoft Navision business solutions, 64-bit server etc.)

**Which working processes are you going to support with estos-Software? (f.e. marketig support, helpdesk)**

**9. As a Joint estos success story you are granting us permission to share your reference story on our website. Please choose in the following other options of how we can use the joint success story.**

	estos information materials (flyers, brochures, presentations)
	Press release published by estos
	Mentioning as part of the Microsoft Partner Programm portal
	Willing to participate in Microsoft customer satisfaction studies
	The phone number of the indicated reference contact person may be provided to interested parties after prior notification and confirmation
	After prior notification and confirmation the reference customer may be visited
	Mentioning in an estos newsletter

