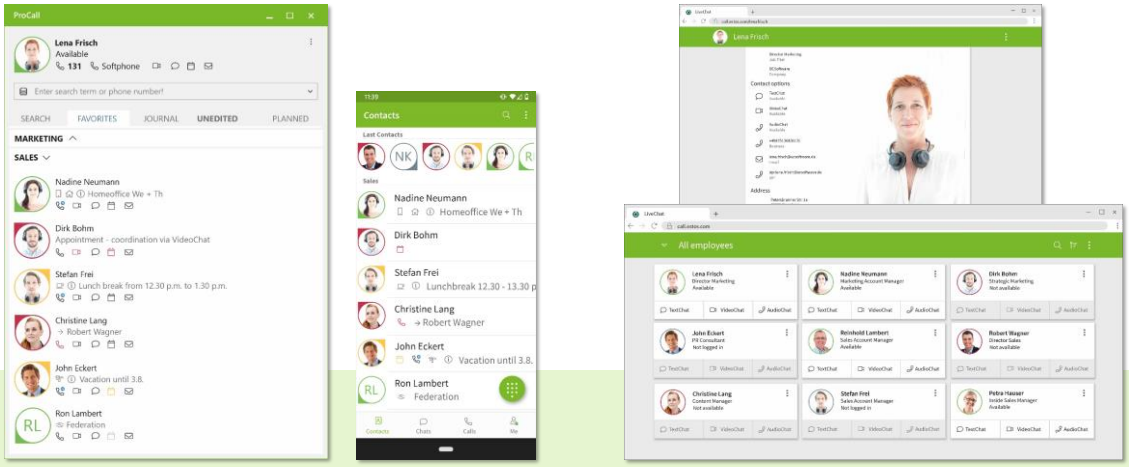
estos
enables easy communication

A company's communications, both internal and external, are becoming increasingly diverse. As a unified communications & CTI software suite, ProCall 7 Enterprise therefore offers its users maximum flexibility for their daily work. Whether from the workplace or on the move, whether via PC, laptop, tablet or smartphone – ProCall Enterprise combines all important communication channels in a single application.

Communicate anywhere



Employees in the company or in the home office

Employees on the move

Prospective clients, partners or customers via the website

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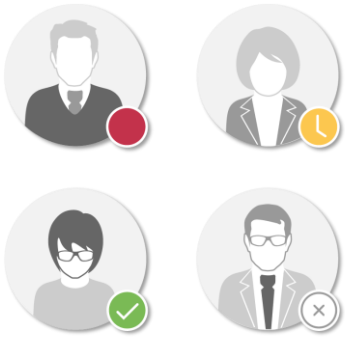
Employees in the company or working from home and employees on the move communicate with each other within the company or externally with business partners and customers via the native clients of Windows, macOS, iOS and Android. Prospective customers, clients, or partners can contact a company employee directly via the internet using the contact portal and multimedia business card.

The integration of Microsoft Teams in ProCall 7 Enterprise enables mutual synchronization of presence and call states.

Presence synchronization with Microsoft Teams

ProCall Enterprise

Microsoft Teams



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There are basically four different presence states available in both ProCall Enterprise and Microsoft Teams: Busy, Absent, Present and Not logged in (Unknown). These are the names in ProCall Enterprise.

Show presence

With ProCall Enterprise

Present

Busy

Do not disturb

Inactive

Absent

Not logged in (Unknown)

With Microsoft Teams

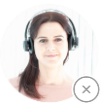
Available

Busy

Do not disturb

Be right back

Display as absent



Display as offline

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These four presence states are further categorized and provided with detailed information in both ProCall Enterprise and Microsoft Teams.

Establish presence

Presence-creating factors

TAPI
Softphone
Bluetooth integration
ProCall Mobile

AudioChat
VideoChat

Optional:
Integration
Calendar

Optional:
Integration
Microsoft Teams

Optional:
Integration
ProCall Meetings

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ProCall 7 Enterprise obtains information about a person's presence from various sources: Is the user currently in a phone call or a video call? Is there an appointment pending in the integrated calendar? Is the user in a real-time communication in Microsoft Teams or is he in a video conference via ProCall Meetings?

Synchronize presence

Synchronize presence in ProCall Enterprise with Microsoft Teams

Presence ProCall Enterprise	Microsoft Teams Icon	Presence Microsoft Teams
Manual change of Presence in ProCall Enterprise		
Present	*no change*	*no change in presence*
Busy	*no change*	*no change in presence*
Do not disturb	*no change*	*no change in presence*
Inactiv	*no change*	*no change in presence*
Absent	*no change*	*no change in presence*
Unknown	*no change*	*no change in presence*
Presence change through communication in ProCall Enterprise		
phone call, Audio/Videochat	In a call	Busy
ProCall Meetings	In a call	Busy
Screen sharing	In a call	Busy
Presence change through appointment in ProCall Enterprise - Microsoft 365		
Appointment (available)	Present	Available
Appointment (busy)	Busy	Busy
Appointment (absent)	Absent	Absent
Presence change through appointment in ProCall Enterprise - calendar integration		
Appointment (available)	*no change*	*no change in presence*
Appointment (busy)	*no change*	*no change in presence*
Appointment (absent)	*no change*	*no change in presence*

Synchronize presence in Microsoft Teams with ProCall Enterprise

Presence Microsoft Teams	Microsoft Teams Icon	Presence ProCall Enterprise
Manual change of Presence in Microsoft Teams		
Available	Present	*no change in presence*
Busy	Busy	*no change in presence*
Do not disturb	Do not disturb	Do not disturb
Be right back	Absent	*no change in presence*
Display as absent	Absent	*no change in presence*
Display as offline	Unknown	*no change in presence*
Presence change through communication in Microsoft Teams		
1:1 phone call or video chat	In a call	Busy
In a meeting	In a call	Busy
Screen sharing	Do not disturb	Do not disturb
Presence change through appointment in Microsoft Teams - Microsoft 365		
Appointment (available)	Present	*No direct impact, these are displayed via **Outlook integration***
Appointment (busy)	Busy	
Appointment (absent)	Absent	
Presence change through appointment in Microsoft Teams - calendar integration		
No calendar integration possible in Microsoft Teams other than Microsoft 365		

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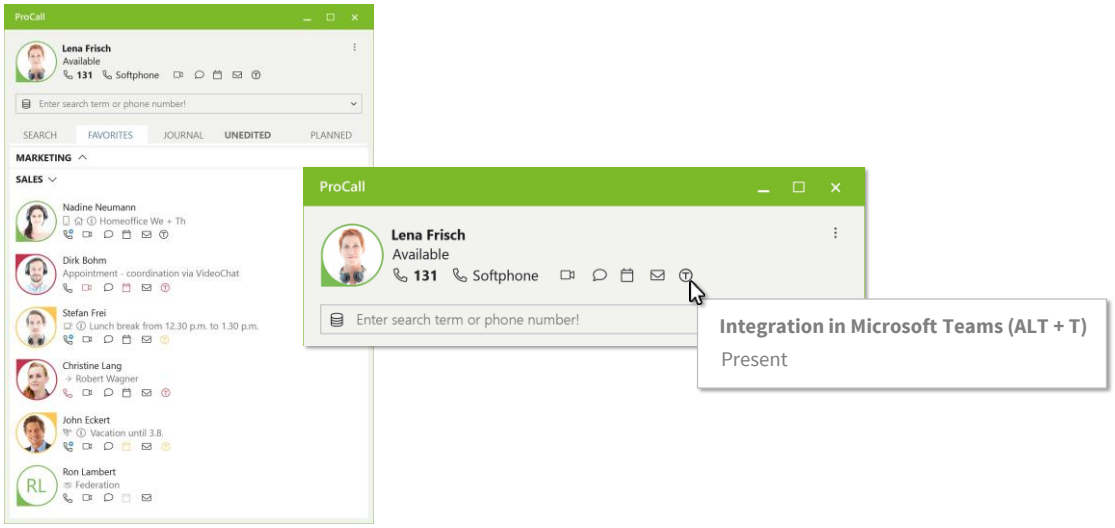
Here is an overview of how presences are displayed in each application.

ProCall Enterprise – "My presence" area



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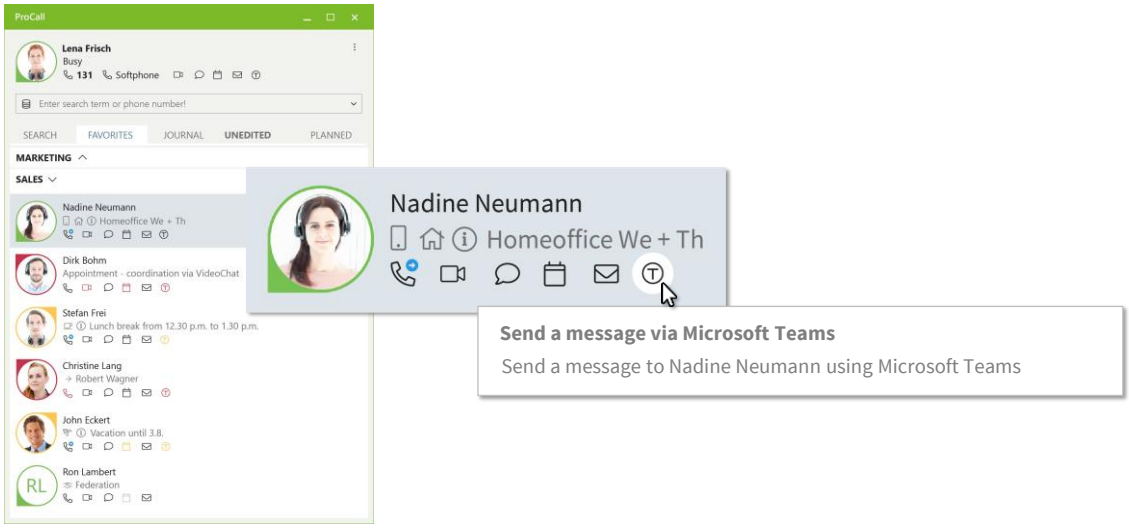
The "My presence" area shows, for example, whether the user is currently conducting a telephone call via Microsoft Teams or is in a ProCall Meetings video conference. In addition to the two-way presence matching, the "Do not disturb", "Busy on Busy" or “Call protection" functions ensure uninterrupted communication. And with just one click on the "T“ icon, the user can switch to the Microsoft Teams client.

ProCall Enterprise – Contact card



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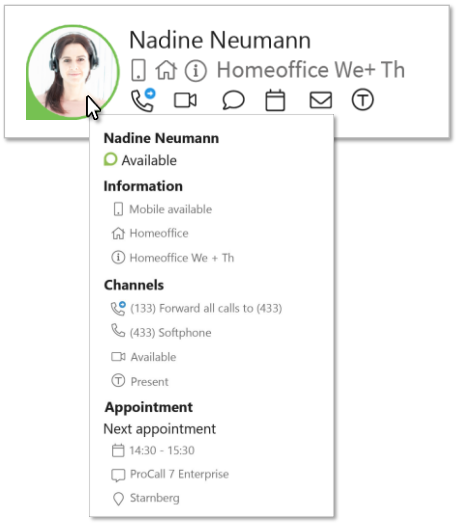
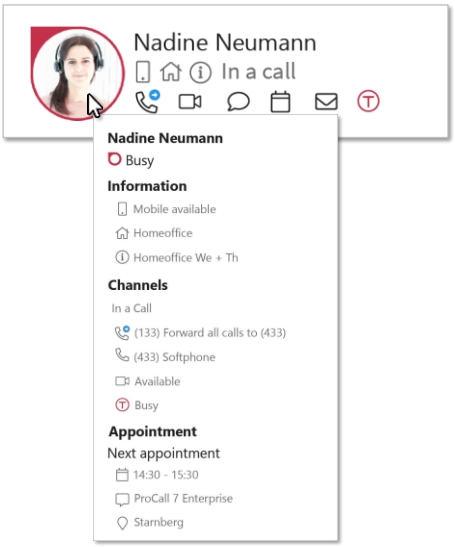
The contact card: Is a colleague on the phone, chatting via video or in an online meeting? Regardless of whether they are communicating via Microsoft Teams or ProCall Enterprise, the user can see whether their colleague can be easily contacted! And with just one click on the "T“ icon, a Microsoft Teams chat can be started.

The tooltip: All information at a glance





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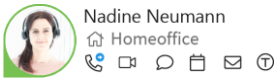
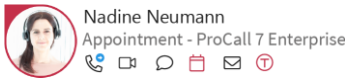
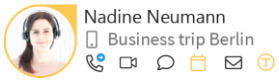
The change in presence is also visible in the new "T" icon: If the person is busy in the ProCall client, the "T" icon will also change its color to red. Detailed information about this can be found in the tooltip that appears when the mouse cursor hovers over the icon.

Calendar integration – Microsoft 365

MONDAY	TUESDAY	WEDNESDAY	THIRSDAY	FRIDAY
21	22	23	24	25
home office, full day		business trip Berlin		
	14:30 ProCall 7 Enterprise; Starnberg			







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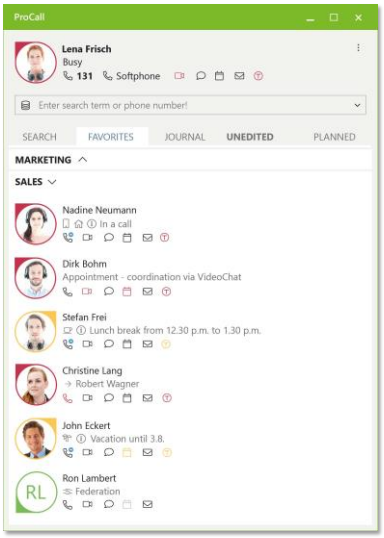
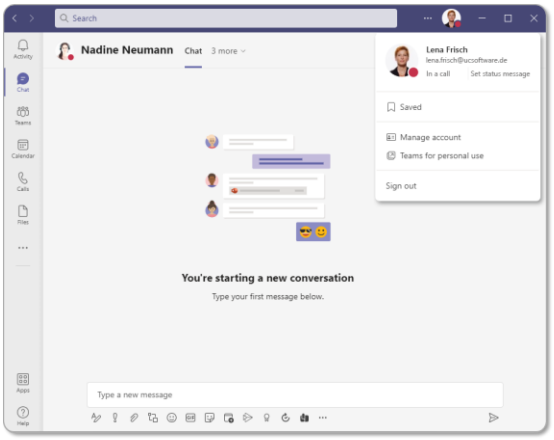
With **Microsoft 365**, the **calendar integration** allows the appointments entered in the calendar to be displayed in the ProCall client.

Views clients – "My presence" area



ProCall Enterprise client



Microsoft Teams client

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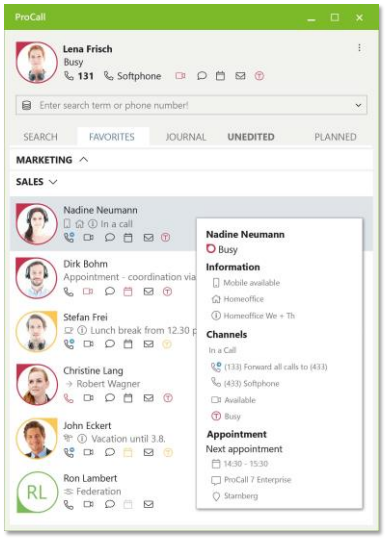
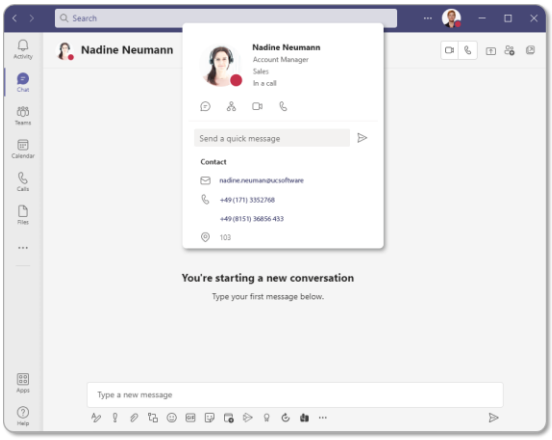
Teams client: Is the user currently in the Microsoft Teams client? The user can see here whether their colleague is currently in a real-time communication with ProCall Enterprise, i.e. in a telephone call, an audio/video chat or a ProCall Meetings video conference.

Client view – Contact



ProCall Enterprise client



Microsoft Teams client

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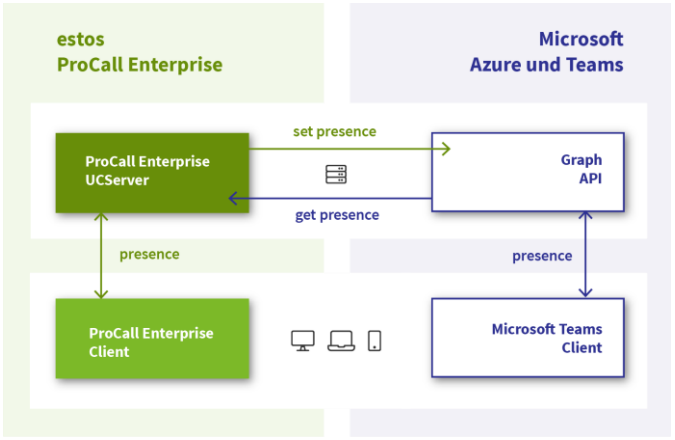
Presence synchronization takes place in both directions.

Topology



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The two-way presence matching – a topology.

Always up-to-date!

General information about the product

estos.com/products/procall

estos partner portal and shop

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Technical Information

support.estos.de/en

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