



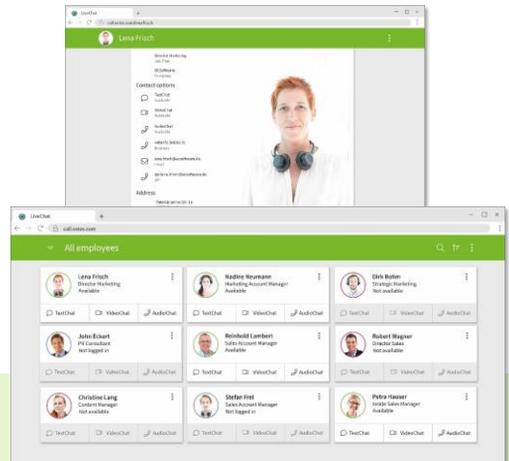
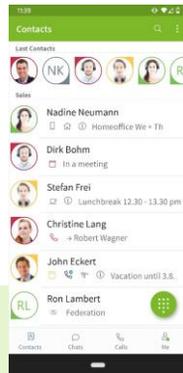
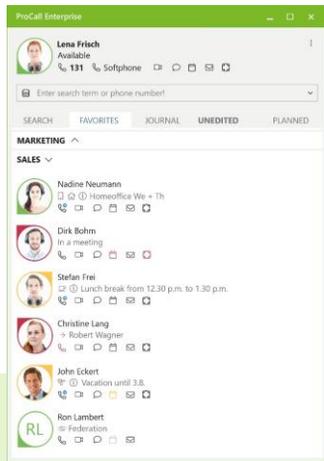


ProCall 7 Enterprise

Unified Communications & CTI Software Suite

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 working from home



Employees on
the move



Prospective customers, partners or clients
via the website

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 communication of a company, internally as well as externally, is becoming more and more diverse. As an add-on to the unified communications & CTI software suite ProCall 7 Enterprise, ProCall Meetings enables its users to easily organize and hold online meetings and video conferences.

Show presence



Present



Busy



Do not disturb



Inactive



Absent



Not logged in

In the **presence area** of ProCall Enterprise, the focus is on the **round display of the profile pictures**, which also leads to a change in the display of presences. Green stands for "Available", red stands for "Busy", or red/white for "Do not disturb", yellow/green for "Inactive", or yellow for "Absent" and gray for "Not logged in".

The various presence states can also be linked to actions such as call forwarding or DND functions.

Establish presence

Presence-creating factors

TAPI
Softphone
Bluetooth integration
ProCall Mobile



AudioChat
VideoChat



Optional:
Integration
Calendar



Optional:
Integration
Microsoft Teams

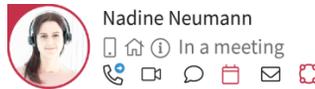
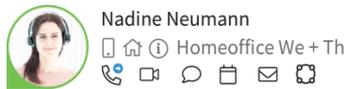


Optional:
Integration
ProCall Meetings



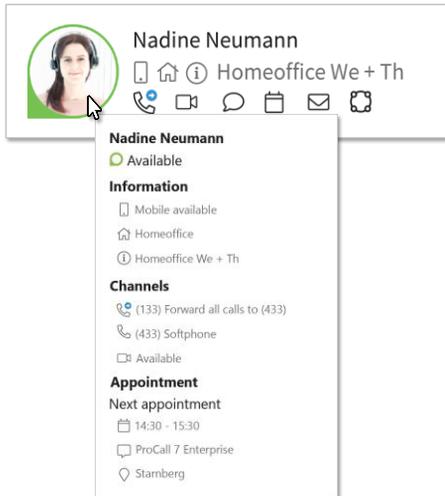
ProCall 7 Enterprise obtains information about a person's presence from various sources: Is the user currently in a phone call or a video call? Is there an appointment pending in the integrated calendar? Is the user in a real-time communication in Microsoft Teams or is he in a video conference via ProCall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

Show presence



Through **ProCall Enterprise integration**, scheduled or ongoing online meetings are included in **presence management**: The corresponding **status "Available" or "Busy"** as well as the information **"In meeting"** is visible for colleagues and can be combined with **"Do not disturb"** and **"Busy-on-busy"**.

The tooltip: All information at a glance



Nadine Neumann

📱 🏠 ⓘ Homeoffice We + Th

📞 📺 🗨️ 📅 ✉️ 🔄

Nadine Neumann

🟢 Available

Information

📱 Mobile available

🏠 Homeoffice

📍 Homeoffice We + Th

Channels

📞 (133) Forward all calls to (433)

📞 (433) Softphone

📺 Available

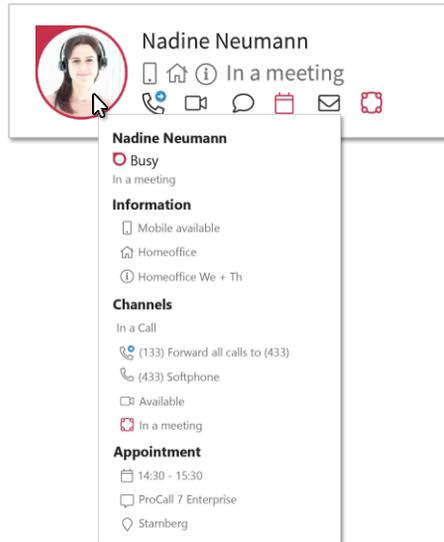
Appointment

Next appointment

📅 14:30 - 15:30

📺 ProCall 7 Enterprise

📍 Starnberg



Nadine Neumann

📱 🏠 ⓘ In a meeting

📞 📺 🗨️ 📅 ✉️ 🔄

Nadine Neumann

🔴 Busy

In a meeting

Information

📱 Mobile available

🏠 Homeoffice

📍 Homeoffice We + Th

Channels

In a Call

📞 (133) Forward all calls to (433)

📞 (433) Softphone

📺 Available

🔴 In a meeting

Appointment

📅 14:30 - 15:30

📺 ProCall 7 Enterprise

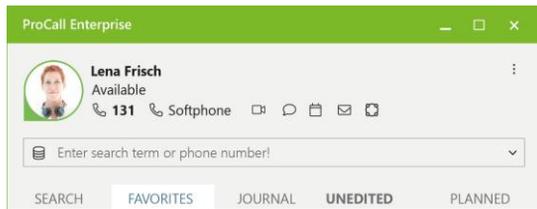
📍 Starnberg

The change in presence is also visible in the new icon for ProCall Meetings: If the person is in the meeting, the icon changes color to red.

Detailed information about this can be found in the tooltip that appears when the mouse cursor hovers over it.

My communication channels at a glance

My ProCall client



My bubble



My name

Lena Frisch

My notes

Monday: Home office

My communication channels

- 📞 131
- 📞 **Softphone** (Default line)
- 📺 Audio/Video communication
- 💬 Chats
- 📅 Calendar
- ✉️ E-mail
- 🗣️ ProCall Meetings

In the "My" area of the ProCall Enterprise client, all **available** communication channels and the **video conferencing platform ProCall Meetings** are displayed in addition to the user's own presence with a note and the name.

The so-called "**bubble**" signals all missed calls as well as all unread chats and e-mails. Clicking on the corresponding icon opens the respective communication journal. The ProCall Meetings integration also extends the **speech bubble information window with the "Appointments" function**.

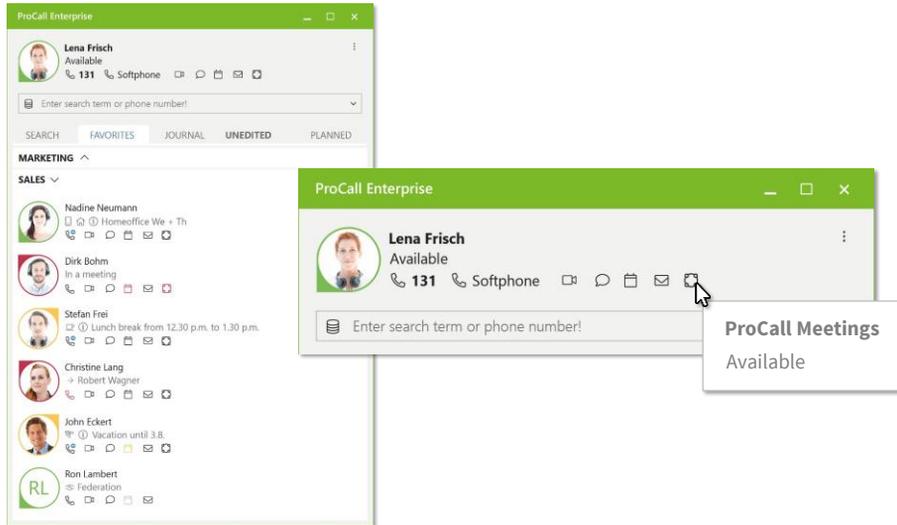
5 minutes before and during each meeting, the speech bubble shows how many appointments are currently scheduled or taking place. By right-clicking on the icon, different options can be selected for each appointment:

Open calendar (directly also possible by left-clicking on the icon in the speech bubble)
Listing of dates with topic/subject and time

- Open appointment
- Join the meeting*
- Copy meeting link*
- Message in the speech bubble

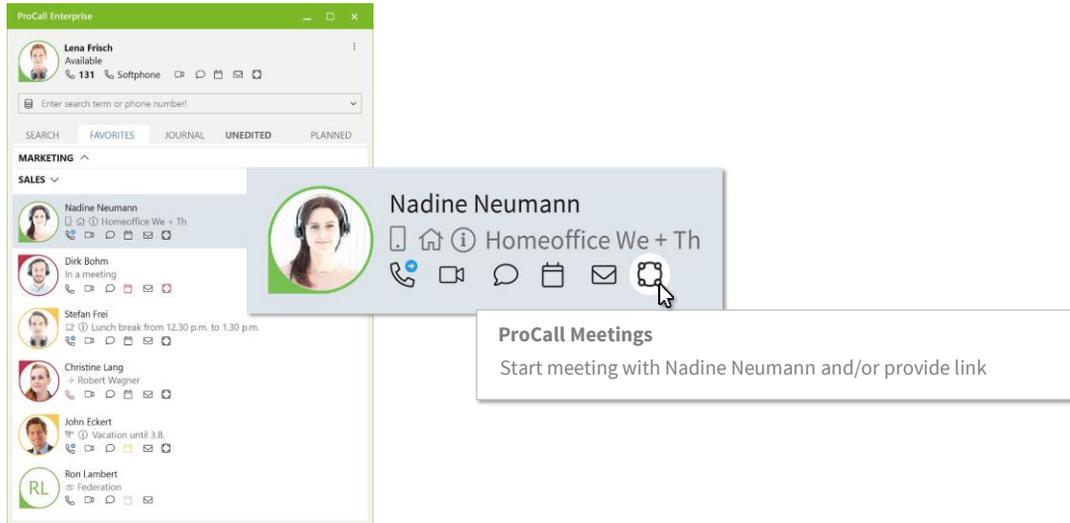
* The advanced features like "Join meeting" or "Copy meeting link" are only available if a link is found in the meeting that matches the ProCall Meetings or STARFACE NEON platform. All other appointments are displayed without this extended feature.

ProCall Enterprise – My area



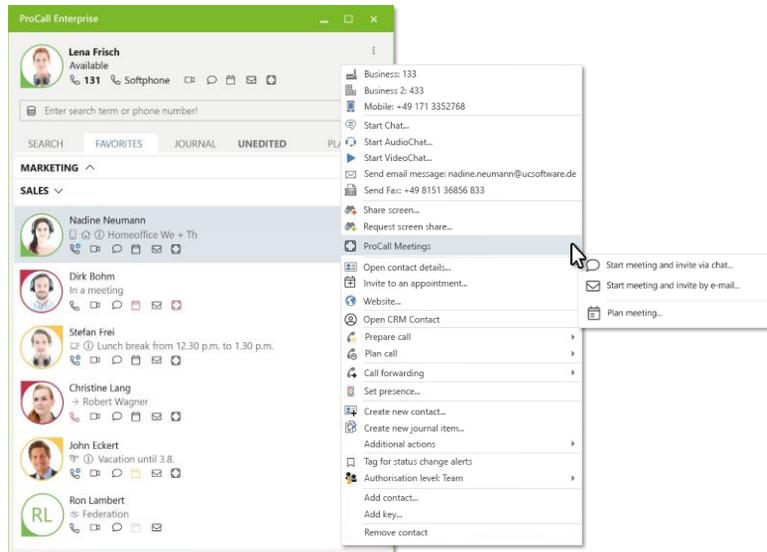
In the "My" Area of the ProCall client for Windows, you will find a **jumping off point directly into the ProCall Meetings dashboard** if integration is successful. The dashboard will be opened in the default browser.

ProCall Enterprise – contact card



Contact-specific actions can be performed in the **action bar** of a monitor or favorite **contact** via the ProCall Meetings icon.
The color of the icon changes to red if the contact is currently participating in ProCall Meetings.

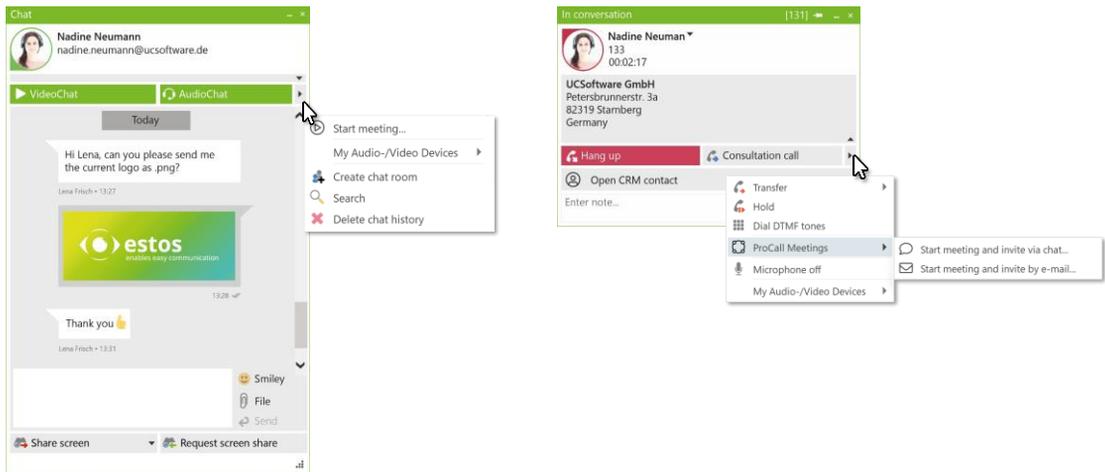
My favorites: Communicate easily and quickly



Right-clicking on a contact (favorites, monitor, call window, etc.) opens a context menu offering various options matching the available contact information. In ProCall Meetings integration, additional features appear here depending on the **type of contact** (e.g., internal contact) and what information is available about the contact (e.g., e-mail address):

- Start meeting and invite via chat...
- Start meeting and invite by e-mail...
- Start meeting and copy link...
- Plan meeting...

Chat or call window



The features in the chat or call window are based 1:1 on the functionality described above for the context menu.

In the Chat or A/V window, the e-mail invitation to **Meet Now** is not available. To do this, simply use the option to quickly invite the contact via chat.

Calendar integration

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

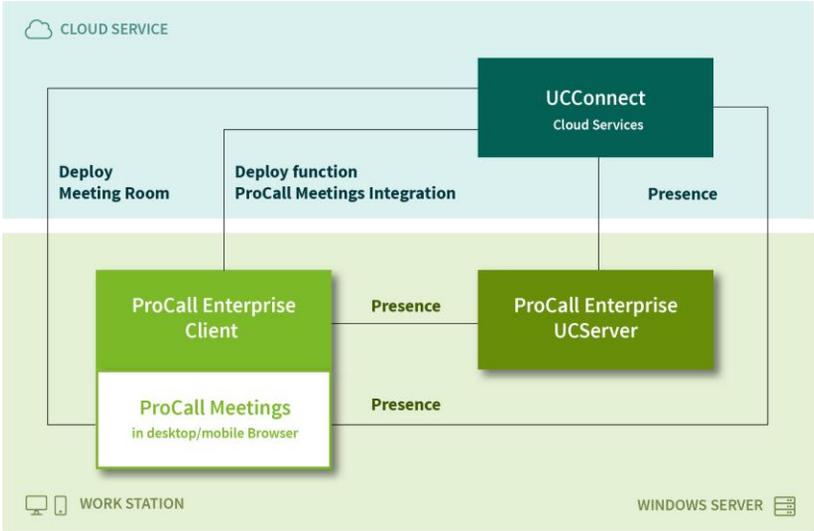
Nadine Neumann
home office

Nadine Neumann
In a meeting

Nadine Neumann
business trip Berlin

Calendar integration allows appointments entered in the calendar to be displayed in the ProCall client.

Topology



Always up-to-date!

General information about the product



estos.com/products/procall

estos partner portal and shop



my.estos.de

Technical Information



support.estos.de/en



estos GmbH
Starnberg
Deutschland



estos Italia srl
Udine
Italien

estos Benelux BV
Doetinchem
Niederlande

 [estos.de](https://www.estos.de)

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