



estos

enables easy communication

About estos

- Independent software producer
- Application areas
 - Unified Communications (UC)
 - Unified Messaging (UM)
- Technologies
 - CSTA/SIP/XMPP/LDAP
 - WebRTC
 - Computer Telephony Integration (CTI)
- Standard software development
 - Windows, macOS, iOS, Android
- estos GmbH founded in 1997
- Head office in Starnberg (DE)
 - Locations
 - Olching
 - Leonberg
 - Branches
 - Doetinchem (NL)
 - Udine (IT)

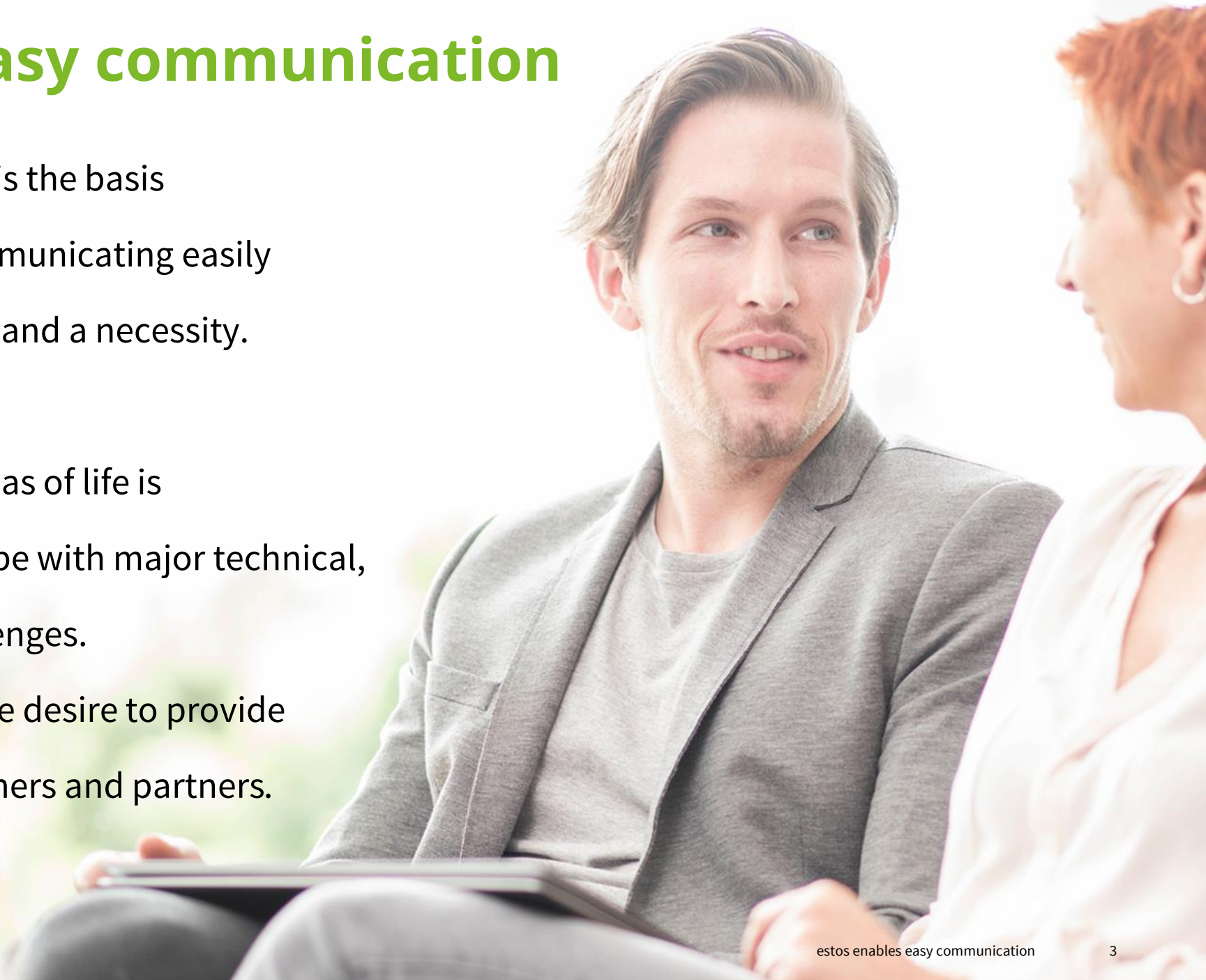


estos enables easy communication

The dialogue between people is the basis of all business processes. Communicating easily with each other is both a need and a necessity.

The rapid digitization of all areas of life is presenting companies in Europe with major technical, legal and organizational challenges.

What remains unchanged is the desire to provide superior satisfaction to customers and partners.



estos software ...

... facilitates

individual communication.

... supports

the collaboration of teams and groups.

... makes

operation and administration simple.

... enables

flexible workplace and working time models.

... helps

to provide a superior customer service.



Communication for medium & large companies

ProCall Enterprise

ixi-UMS Enterprise



Unified Communications
& CTI Software Suite



Unified Messaging
Server Software

Extensions

ProCall Analytics



The analysis tool
for ProCall Enterprise

MetaDirectory



LDAP server for access
to contact data

ECSTA



Professional CTI and
TAPI middleware

LiveChat



Software for
video consulting

UCConnect – complementary online services

ProCall Meetings



Simple online meetings
and video conferencing

Mobility Services



Commissioning
of ProCall apps

Communication for small companies

ProCall Business



*****NEW**

Classic CTI and
selected UC functions

ixi-UMS Business



Unified Messaging
Server Software

ProCall One R2

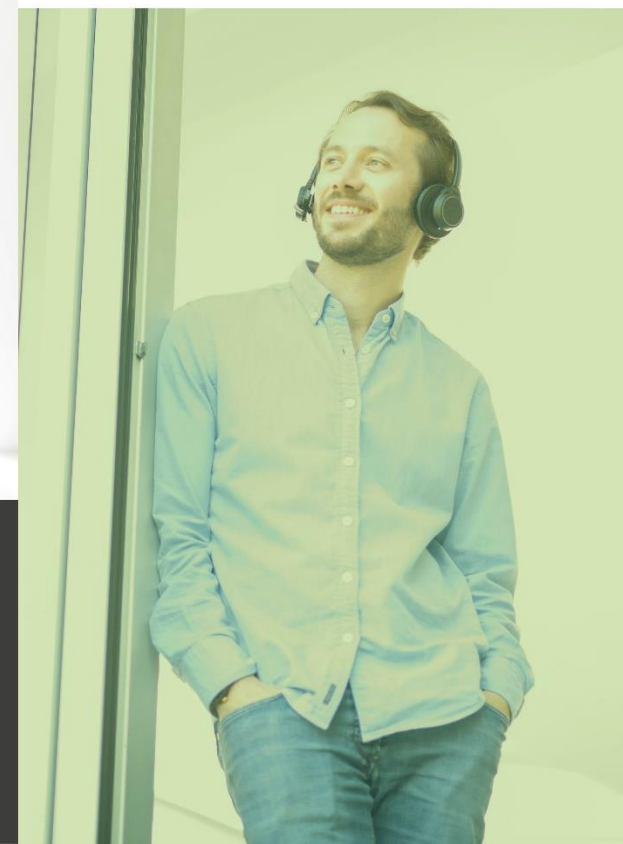


Classic CTI functions for
the single workstation



ProCall Business

Unified Communications & CTI for small companies



ProCall Business

Lena Frisch
Anwesend
131 Softphone

Suchbegriff oder Rufnummer eingeben!

SUCHEN FAVORITEN JOURNAL UNBEARBEITET GEPLANT

MARKETING ^

VERTRIEB v

Nadine Neumann
Homeoffice Mi + Do

Dirk Bohm
Termin - Abstimmung per VideoChat

Stefan Frei
Mittagspause 12.30 - 13.30 Uhr

Christine Lang
→ Robert Wagner

John Eckert
Urlaub bis 3.8.

Ron Lambert
Federation

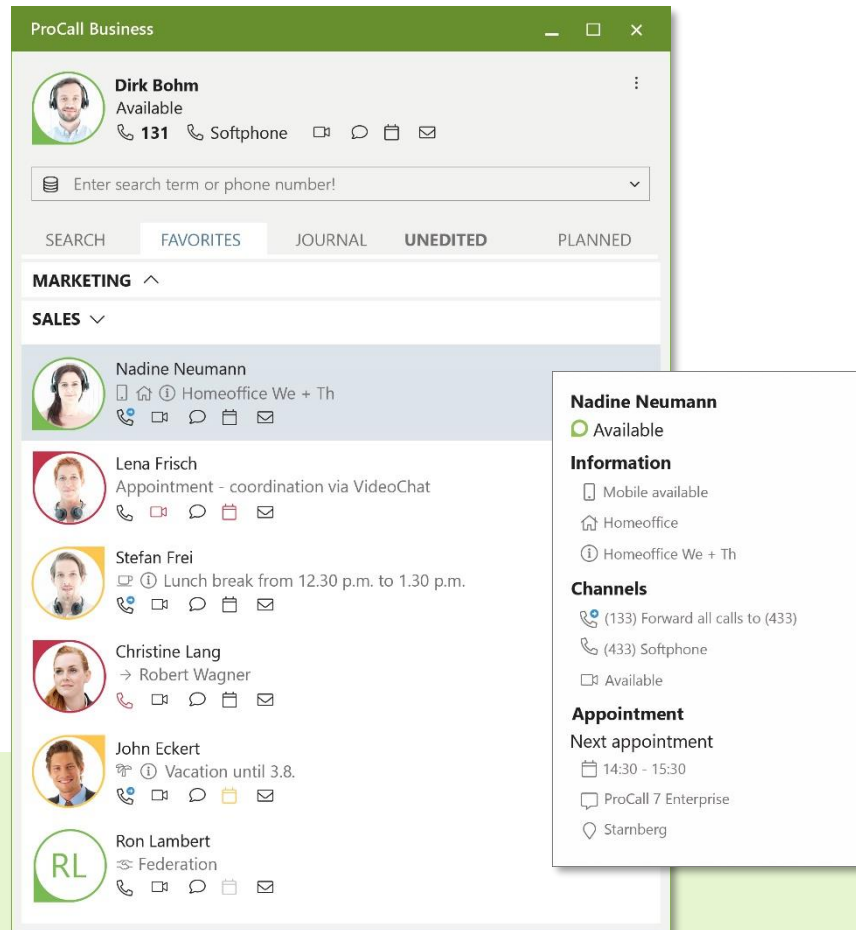


YouTube

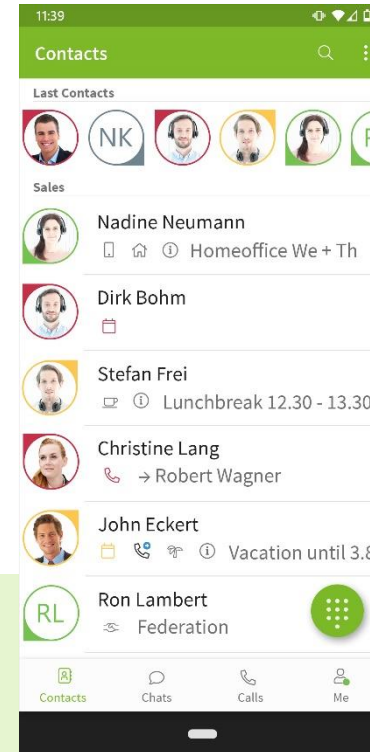


ProCall Business

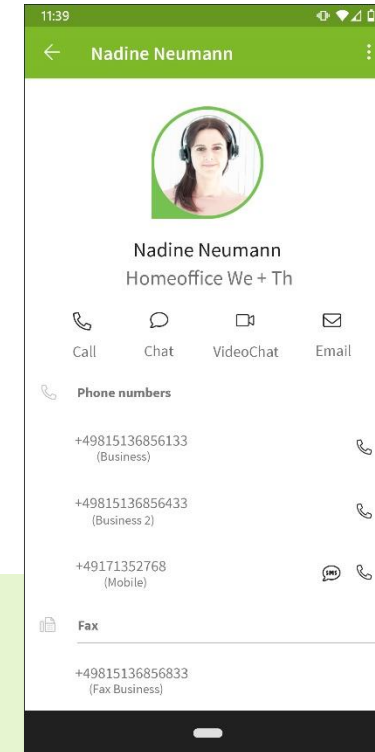
Communicate anywhere



Employees in the company
or in the home office



Employees
on the move



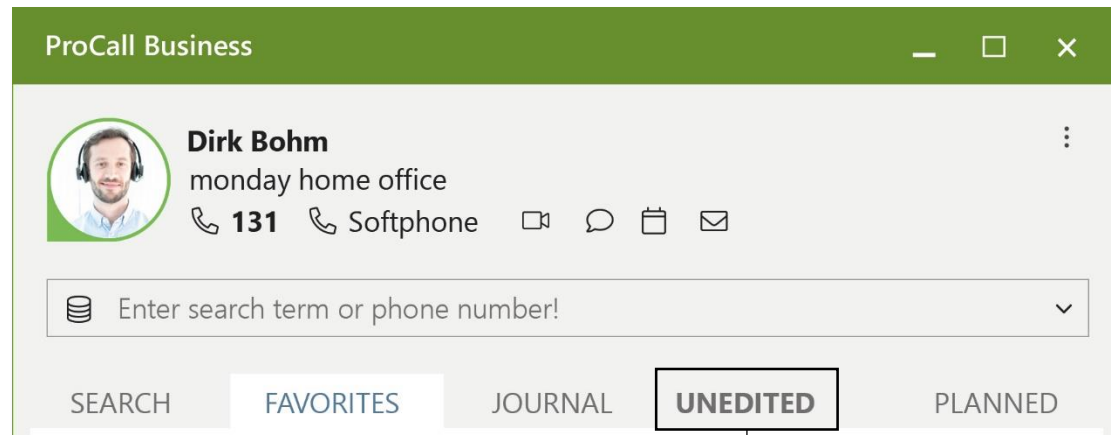


Simplifies individual communication



My communication channels at a glance

My ProCall Client



Meine verpasste Kommunikation



My name

Dirk Bohm

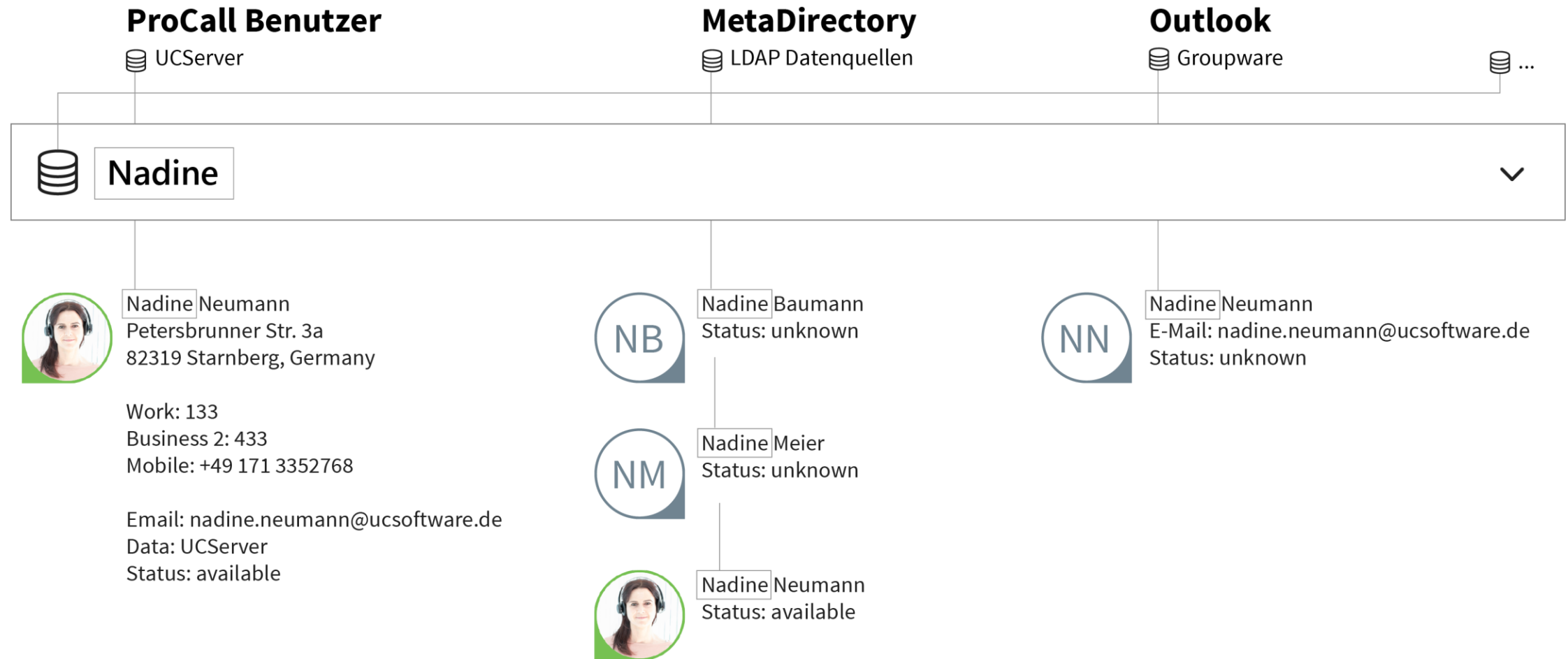
My note

Monday home office

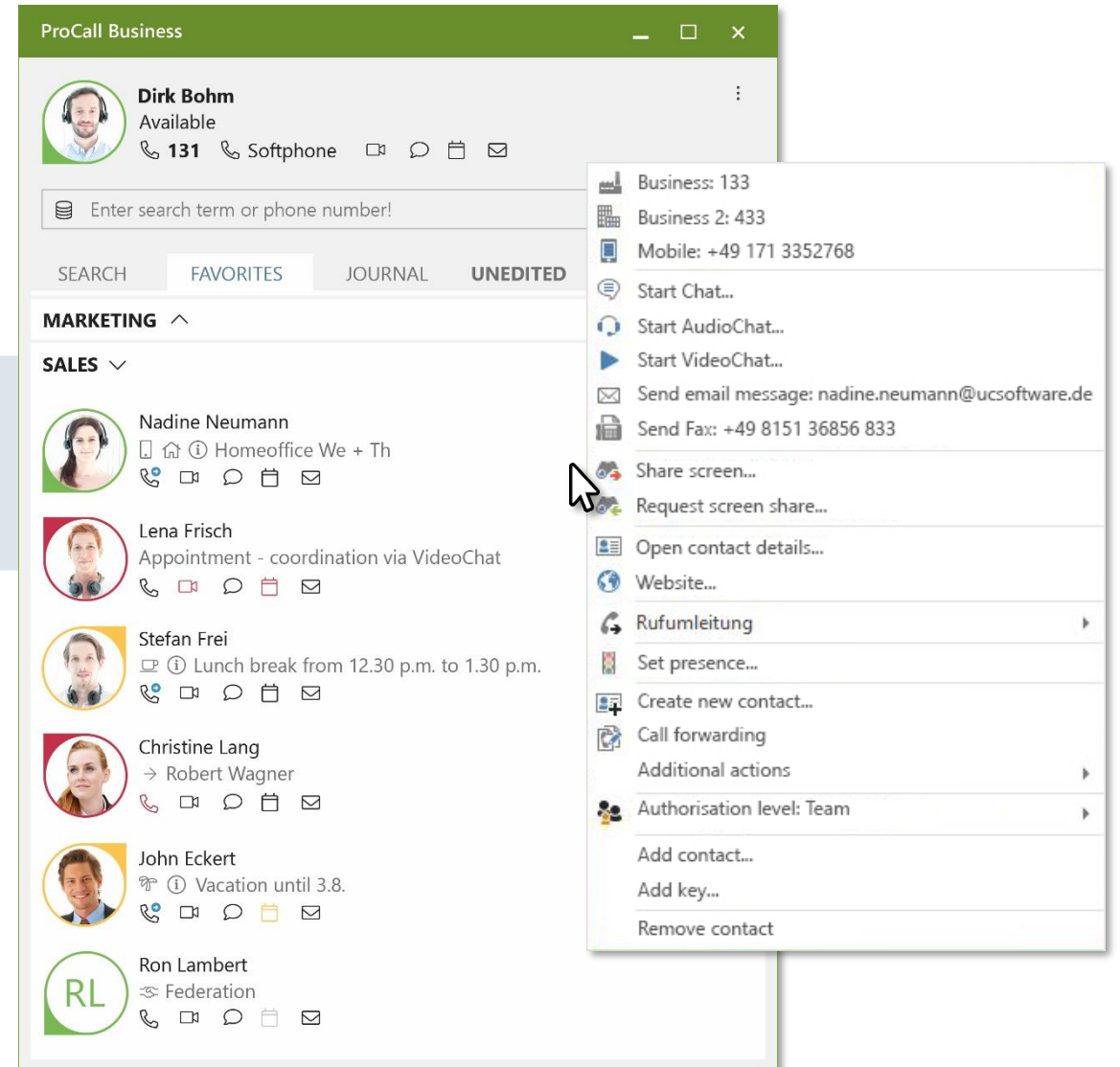
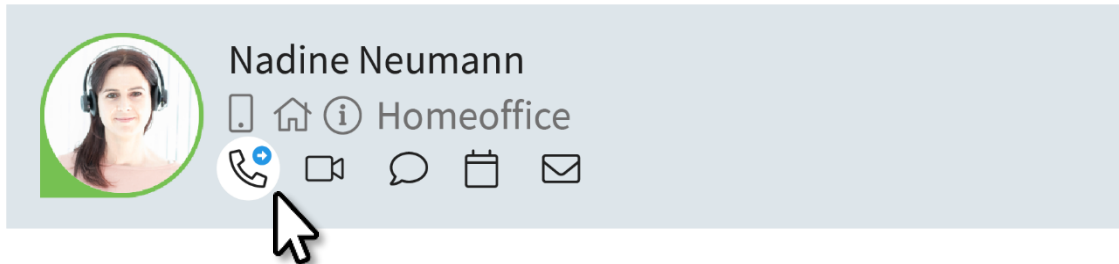
My communication channels

-  **131**
-  **Softphone** (Default line)
-  Audio-/Video kommunikation
-  Chats
-  Calender
-  E-mail

Quick search for contact details



My favorites: Communicate easily and quickly



Classic telephone or SIP softphone

 **Nadine Neumann**

   Homeoffice

 Work: 133

 Business 2: 433

 Mobile: +49 171 3352768

 Prepare call ▶

 Plan call ▶

In conversation [133] ➔ — ✕

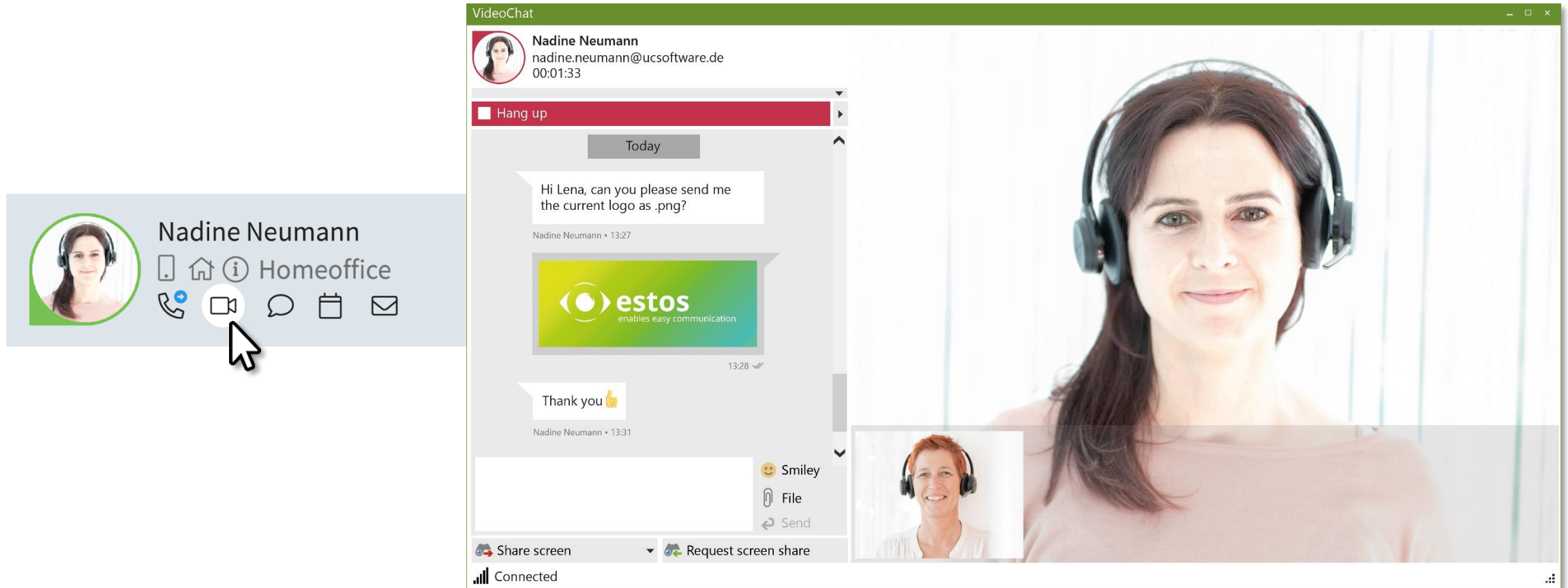
 **Nadine Neumann** ▼
133
00:02:17

UCSoftware GmbH
Petersbrunnerstr. 3a
82319 Starnberg
Germany

 Hang up  Consultation call ▶

Enter note...

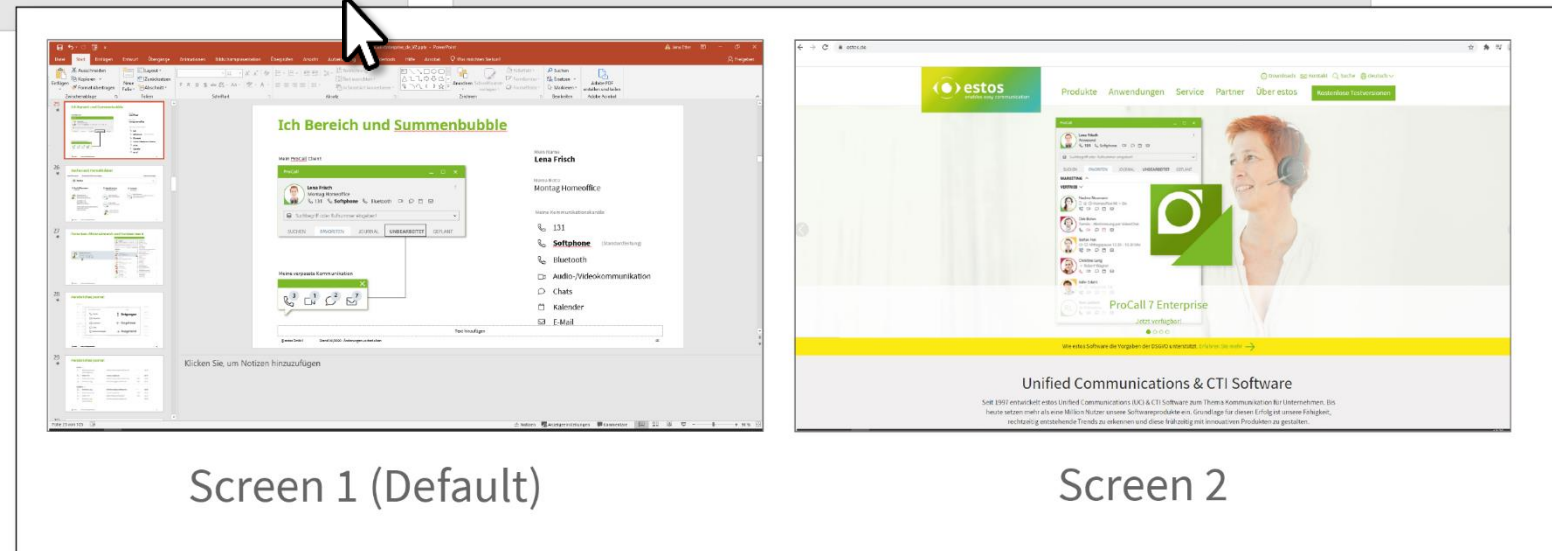
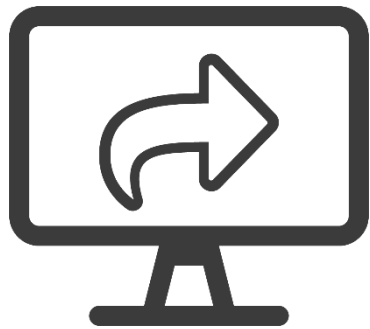
Face-to-face via video chat



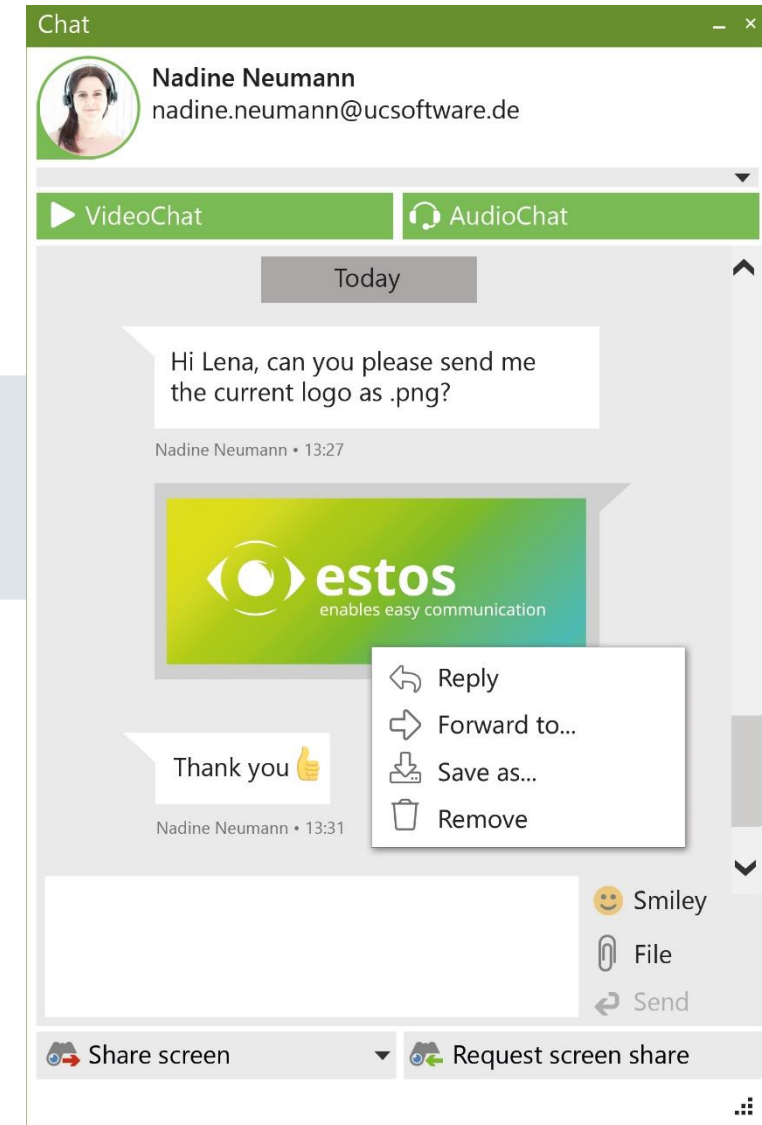
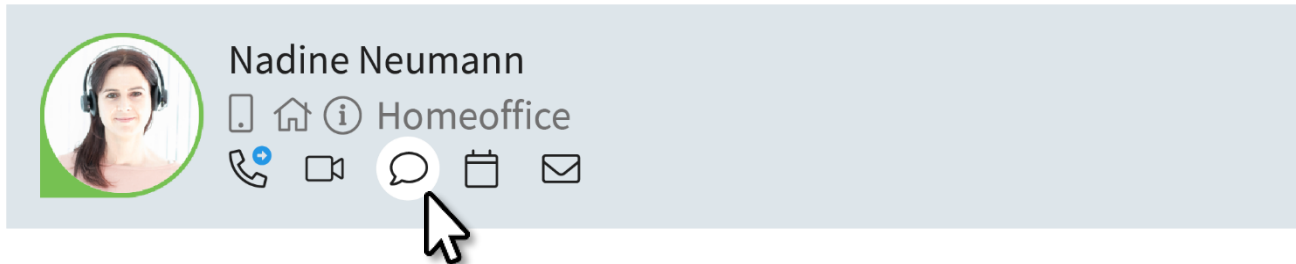
Screen sharing

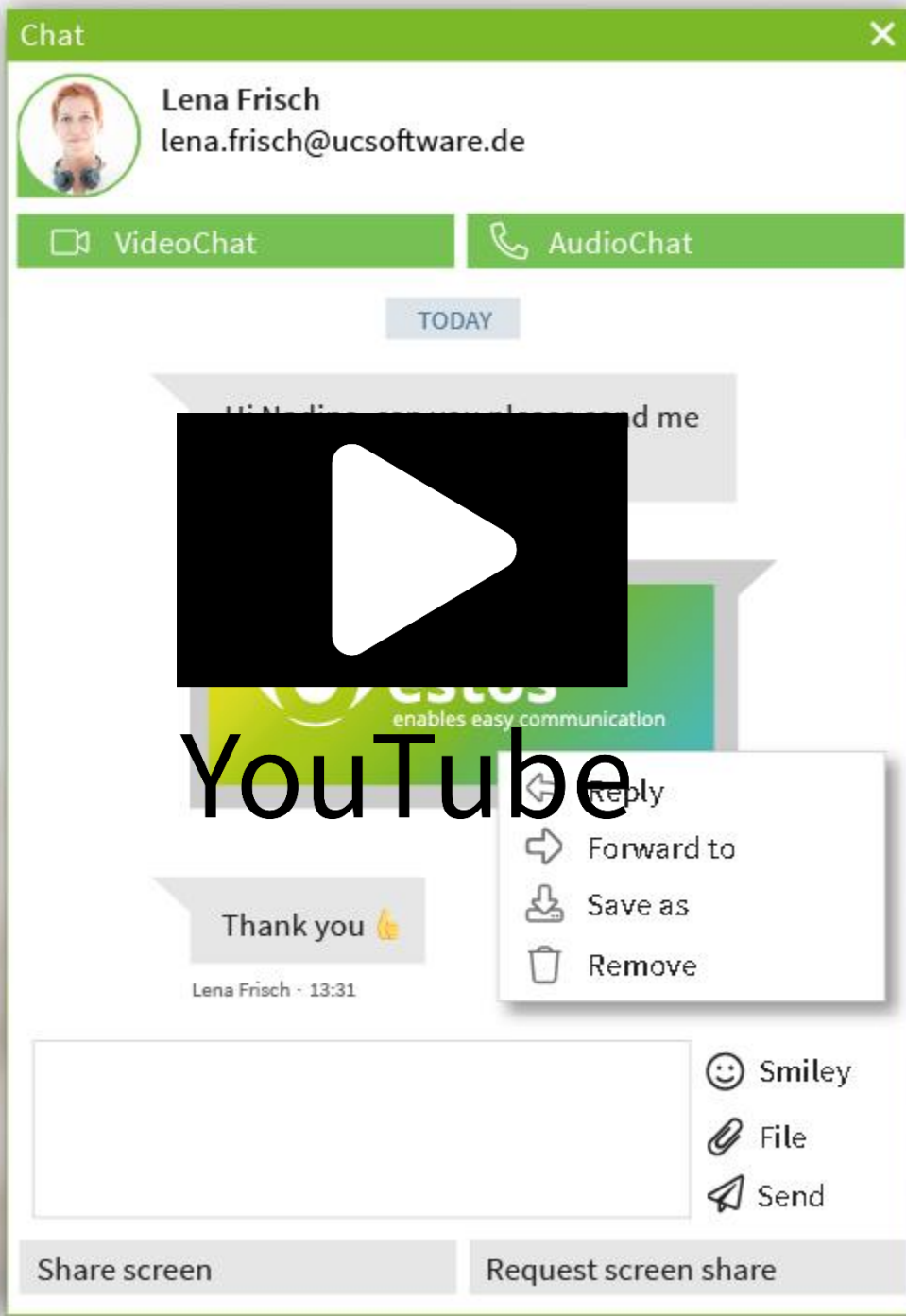
Share screen

Request screen share



Text chat: Fast ad hoc communication





Personal journal

Today ▾

💬 Nadine Neumann nadine.neumann@ucsoftware.de – 13:28

esto Channel Typ

📞 ! Stefa 12:47

📺 → Nadi 11:43

🖥️ ← Chris 10:16

Yesterday ▾

🎧 ! Chris 16:05

📞 ← Nadi 14:23

📺 → Stefa 11:17

💬 Christine Lang christine.lang@ucsoftware.de – 10:38

Thank you! 🙌



Call

! Missed



VideoChat



AudioChat



Chat



Screen release

← Incoming

→ Outgoing

My communication at a glance

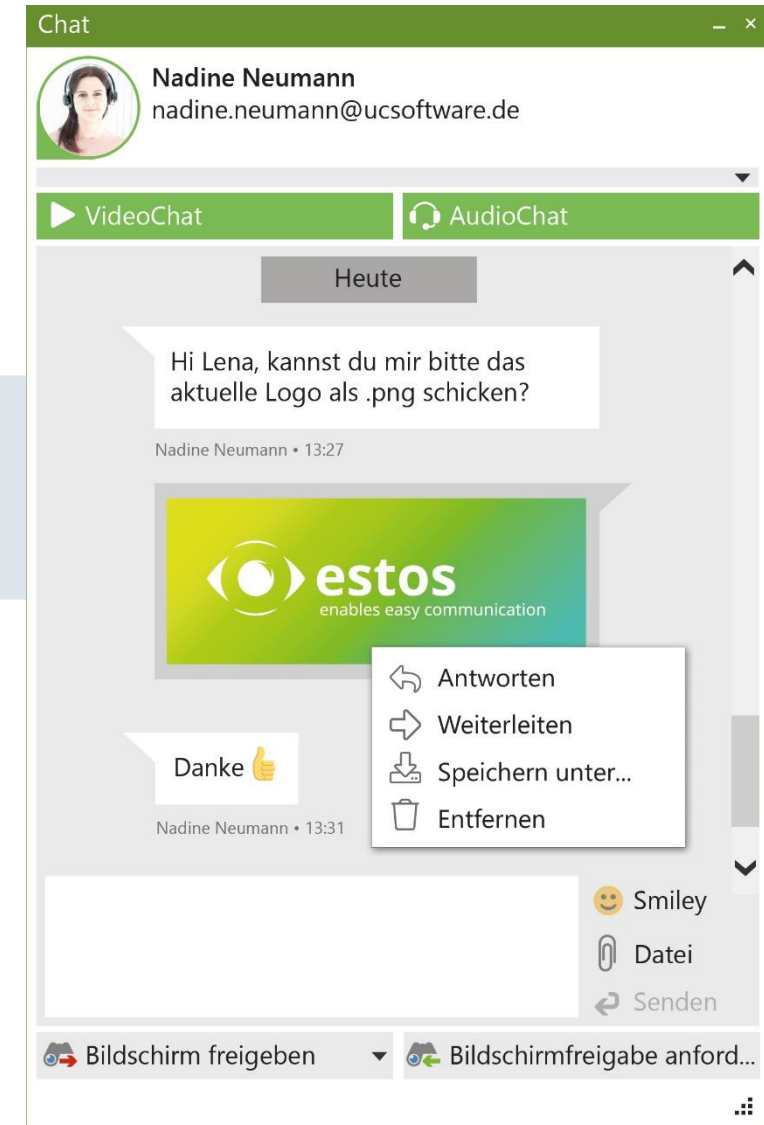
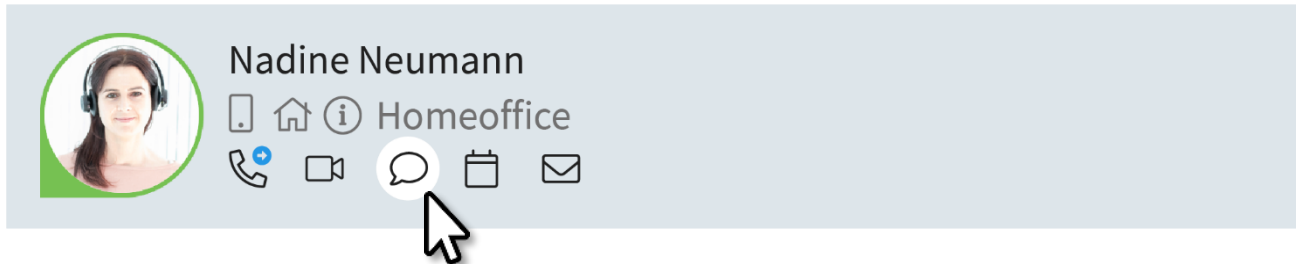
Today ▾

	Nadine Neumann estos_logo.png	nadine.neumann@ucsoftware.de	–	13:28
	! Stefan Frei	+49 8151 36856135	–	12:47
	→ Nadine Neumann	nadine.neumann@ucsoftware.de	0:57	11:43
	← Christine Lang	christine.lang@ucsoftware.de	3:04	10:16

Yesterday ▾

	! Christine Lang	christine.lang@ucsoftware.de	–	16:05
	← Nadine Neumann	+49 8151 36856133	1:26	14:23
	→ Stefan Frei	stefan.frei@ucsoftware.de	3:12	11:17
	Christine Lang Thank you! 👍	christine.lang@ucsoftware.de	–	10:38

Textchat: Schnelle Ad hoc Kommunikation





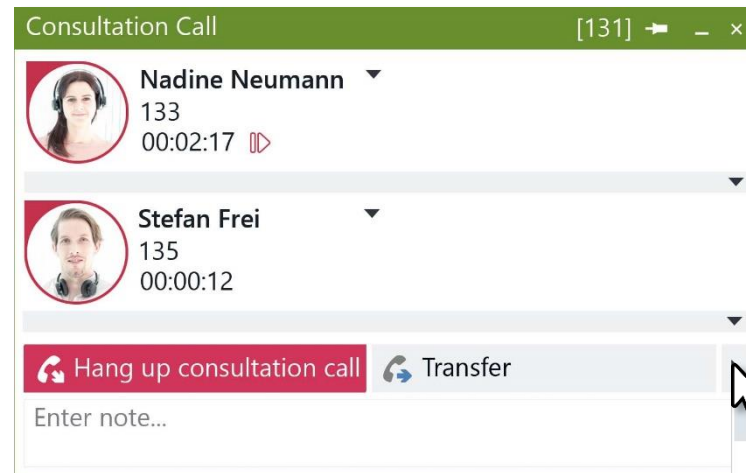
**Supports the collaboration
of teams and groups**

Telephone conference

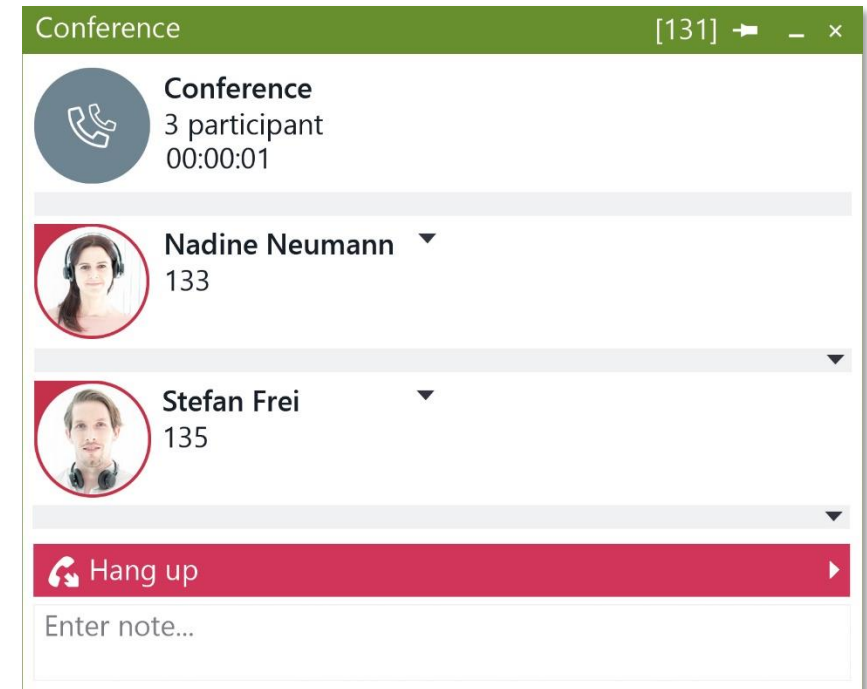
1



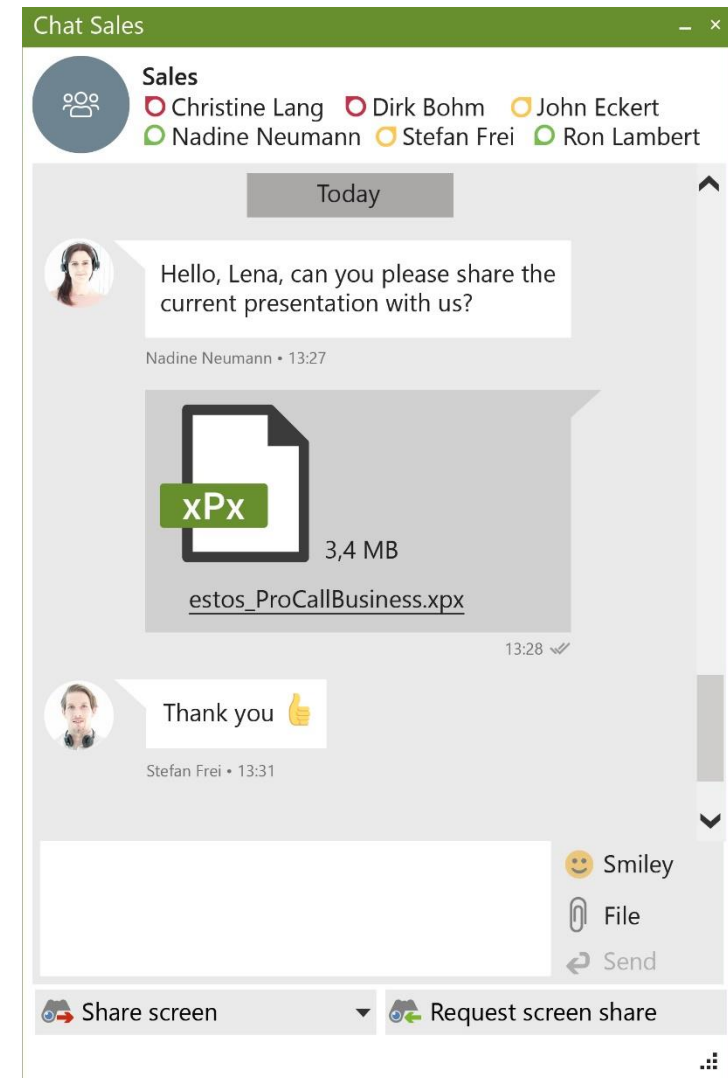
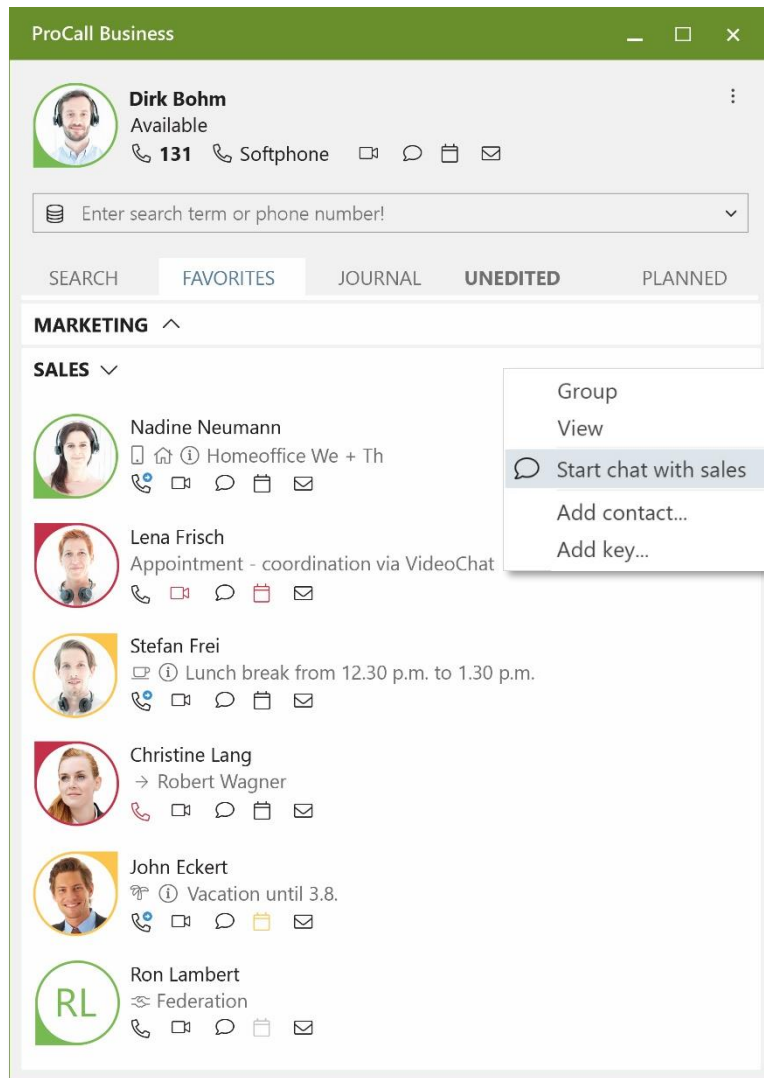
2



3



Gruppenchat: Schnelle Absprache in kleinen Teams



Group journal: Keeping an eye on my colleagues' communication

TYP	CONTACT	REMOTE STATION	SPOKE WITH	DURATION	TIME
Heute ▾					
 ←	Lena Frisch	lena.frisch@ucsoftware.de	Christine Lang	1:03	13:41
	Vertrieb estos_logo.png	–	–	–	13:28
 →	Stefan Frei Ticket 1756-2020 Question about project status	+49 8151 36856135	Nadine Neumann	23:14	12:47
 ←	Christine Lang	christine.lang@ucsoftware.de	Stefan Frei	3:04	10:16
 →	Christine Lang	christine.lang@ucsoftware.de	Stefan Frei	19:57	10:14
Gestern ▾					
 !	Christine Lang	christine.lang@ucsoftware.de	Dirk Bohm	–	16:05
 ←	Nadine Neumann	+49 8151 36856133	Lena Frisch	1:26	14:23
 →	Stefan Frei	stefan.frei@ucsoftware.de	Lena Frisch	3:12	11:17
	Christine Lang Thank you! 👍	christine.lang@ucsoftware.de	Stefan Frei	–	10:38



**Enables flexible
workplace and working time models**



Lena Frisch

📱 Mobile available



GERMAN
**INNO
VATION**
AWARD '18
WINNER



ProCall

Lena Frisch
Anwesend
☎ 131 ☎ Softphone 📺 💬 📅 ✉

Suchbegriff oder Rufnummer eingeben! ▾

SUCHEN FAVORITEN JOURNAL UNBEARBEITET GEPLANT

MARKETING ^

3 ▾

Nadine Neumann
🏠 ⓘ Homeoffice Mi + Do
☎ 📺 💬 📅 ✉

Dirk Bohm
Termin - Abstimmung per VideoChat
☎ 📺 💬 📅 ✉

Stefan Frei
📅 ⓘ Mittagspause 12.30 - 13.30 Uhr
☎ 📺 💬 📅 ✉

Christine Lang
→ Robert Wagner
☎ 📺 💬 📅 ✉

John Eckert
📅 ⓘ Urlaub bis 3.8.
☎ 📺 💬 📅 ✉

Ron Lambert
📅 ⓘ Federation
☎ 📺 💬 📅 ✉

YouTube

Show presence



Present



Busy



Do not disturb



Inactive



Absent



Not logged in



CAP

The alignment of the "crown" on the profile picture explains the color of the presence ring for people with a handicap and therefore the presence state

4 Directions = 4 Colors



Large image

Profile picture surrounded by a presence ring with CAP

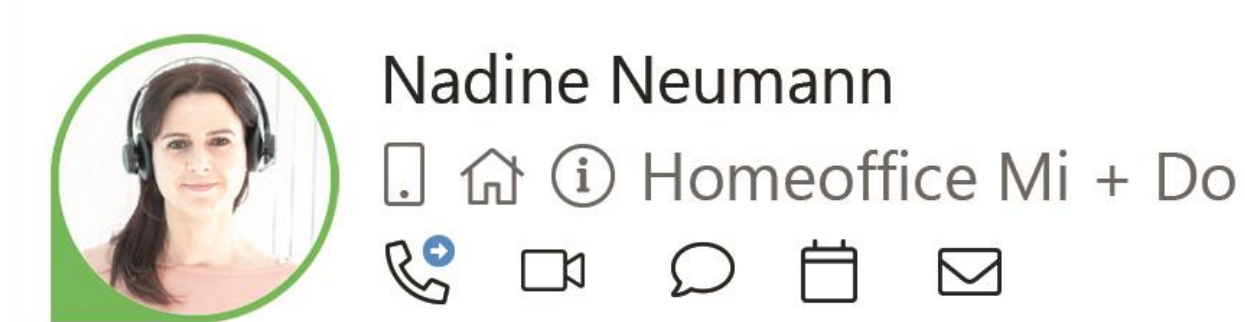
Medium image

Presence ring with CAP

Small image

Colored circle =
Missing in the presence ring

The contact card



The contact card: Important information at a glance

Information area

Name (Z1)

Dynamic background information (Z2)

Nadine Neumann

📱 🏠 ⓘ Homeoffice Mi + Do



Action area

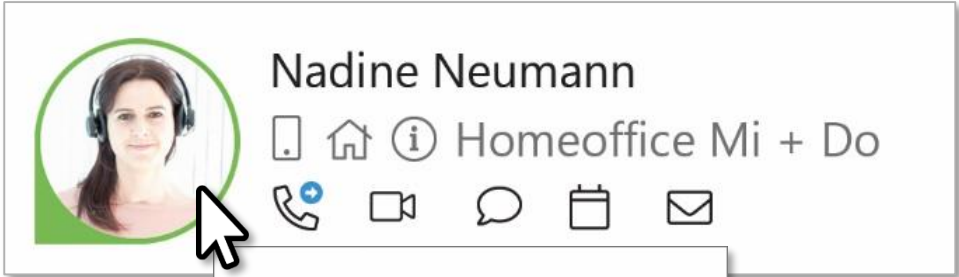
Managing communication
and cooperation

Presence area

Profile picture or initials
in the presence ring with CAP



The tooltip: All information at a glance

Presence area	 A user profile card for Nadine Neumann. It features a circular profile picture of a woman with a headset. To the right of the picture is the name 'Nadine Neumann' and a row of icons: a mobile phone, a house, an information icon, and the text 'Homeoffice Mi + Do'. Below these are five more icons: a phone with a plus sign, a video camera, a speech bubble, a calendar, and an envelope. A mouse cursor is pointing at the profile picture.	 A circular profile picture of a woman with a headset.
Information area	Nadine Neumann Available Information - Mobile available - Homeoffice - Homeoffice We + Th	Mobile available Homeoffice Homeoffice We + Th
Action area	Channels (133) Forward all calls to (433) (433) Softphone - Available Appointment Next appointment 14:30 - 15:30 - ProCall 7 Enterprise - Starnberg	Forward all calls to (433) Softphone Available Next appointment 14:30 - 15:30 ProCall 7 Enterprise Starnberg



Lena Frisch

🏠 Homeoffice



Individual settings

1-line display

 Nadine Neumann     Homeof...

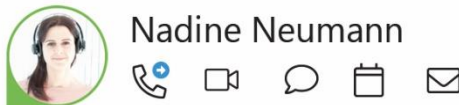
Action area on mouse over



2-line display

 Nadine Neumann
    Homeoffice Mi + Do

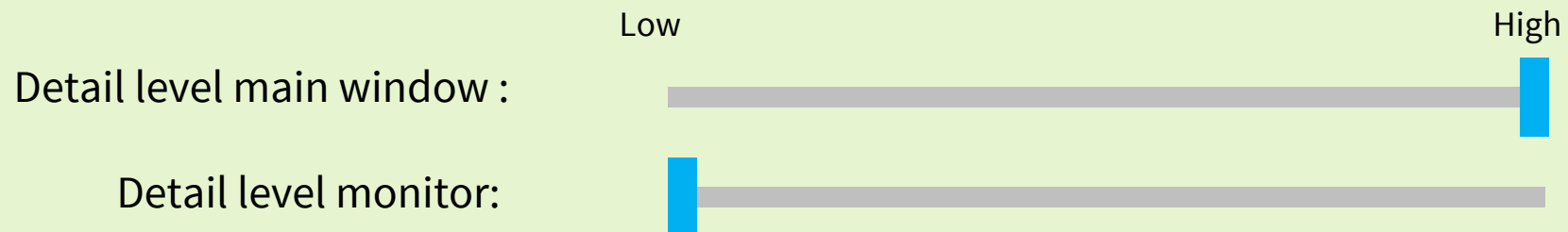
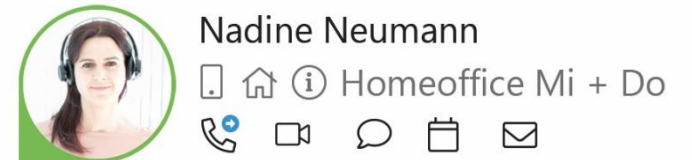
Action area on mouse over



3-line display

 Nadine Neumann
   Homeoffice Mi + Do
    

Action area always visible





Lena Frisch

 Break - until 13.30 pm



Presence profiles: Convenient setup

Edit presence profile

Profile name:

Break

Presence

Status:

Out of office

Duration:

Availability:

Pause

Note

Do not change note

Delete note

Set new note:

- bis 13.30

History...

Call forwarding

Choose from list:

sip

OK

Cancel

 Break

 Business trip

 Home office

 Vacation



Nadine Neumann

 Break - until 13.30



Nadine Neumann

 Business trip to Berlin



Nadine Neumann

 Home office we + th



Nadine Neumann

 Vacation 1.8. - 14.8.





Lena Frisch

Appointment



Integration of individual calendars

MONDAY		TUESDAY	WEDNESDAY	THIRSDAY	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

Appointment - ProCall 7 Enterprise



Nadine Neumann

business trip Berlin





Lena Frisch

Available



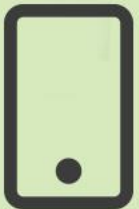
Lena Frisch

Home office



Lena Frisch

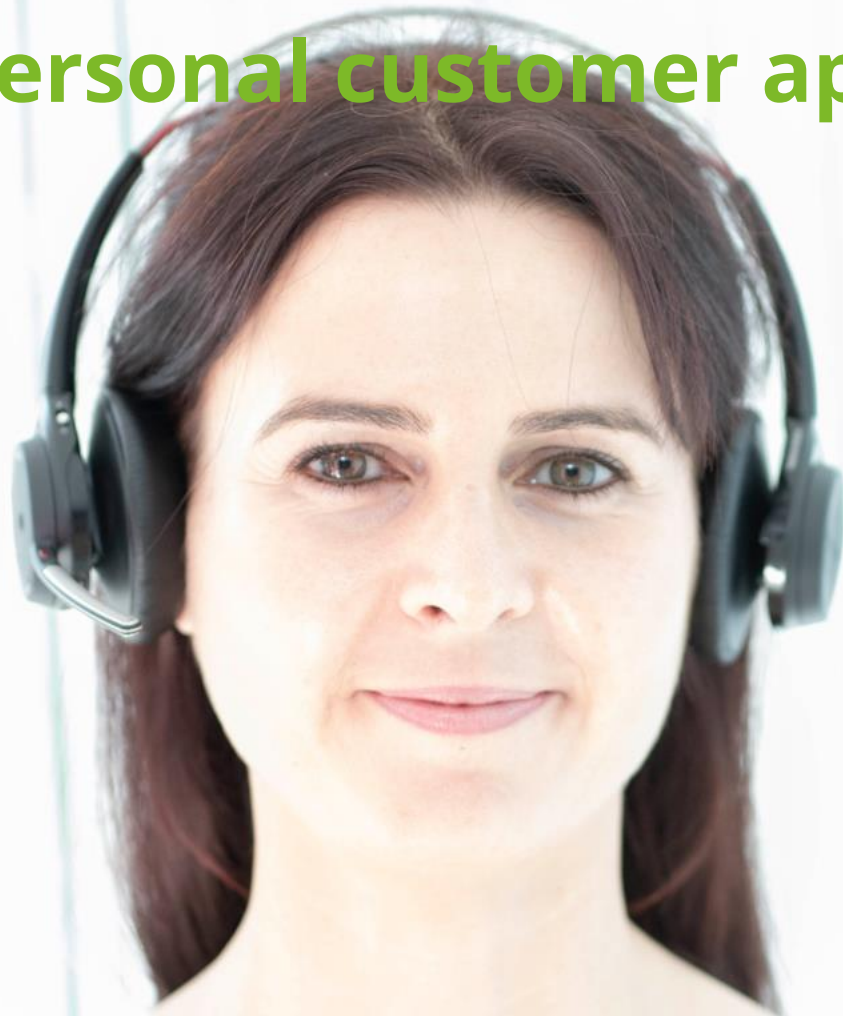
Mobile available





**Contributes to
superior customer service**

Personal customer approach



"Good morning Mr. Wagner,
What can I do for you?"

Incoming Call

[133] ➔ — ✕



Robert Wagner ▼

+49 (40) 38145157

Media AG

Finkenau 159

20097 Hamburg

 Accept

 Reject

Enter note...

Connection of contact data



DATA

Connection of all company distributed contact data sources, e. g. as csv file

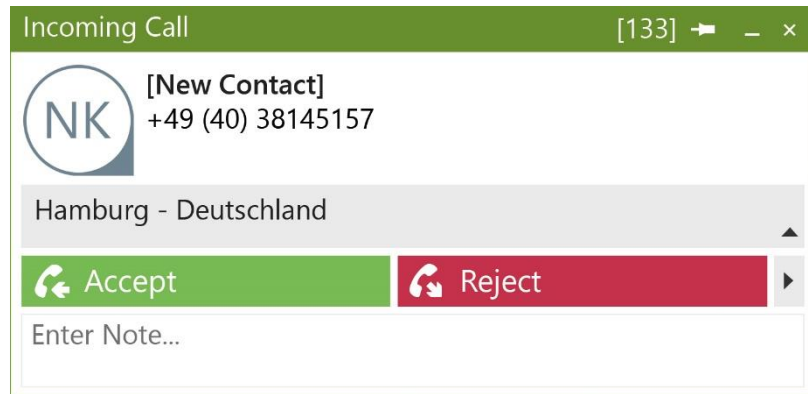
ProCall Business

Consolidation and fast access to contact data

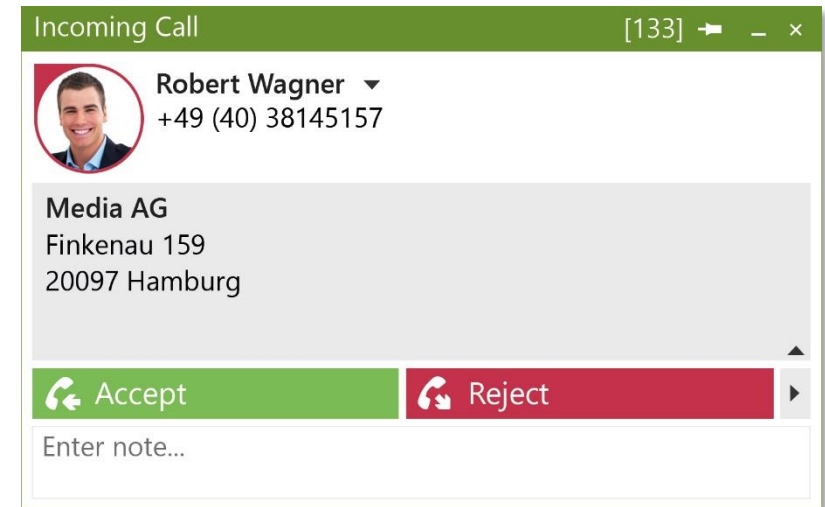
INFORMATIONEN

Multiple display and access options to the consolidated data stock

The conversation window



Without Contact data integration

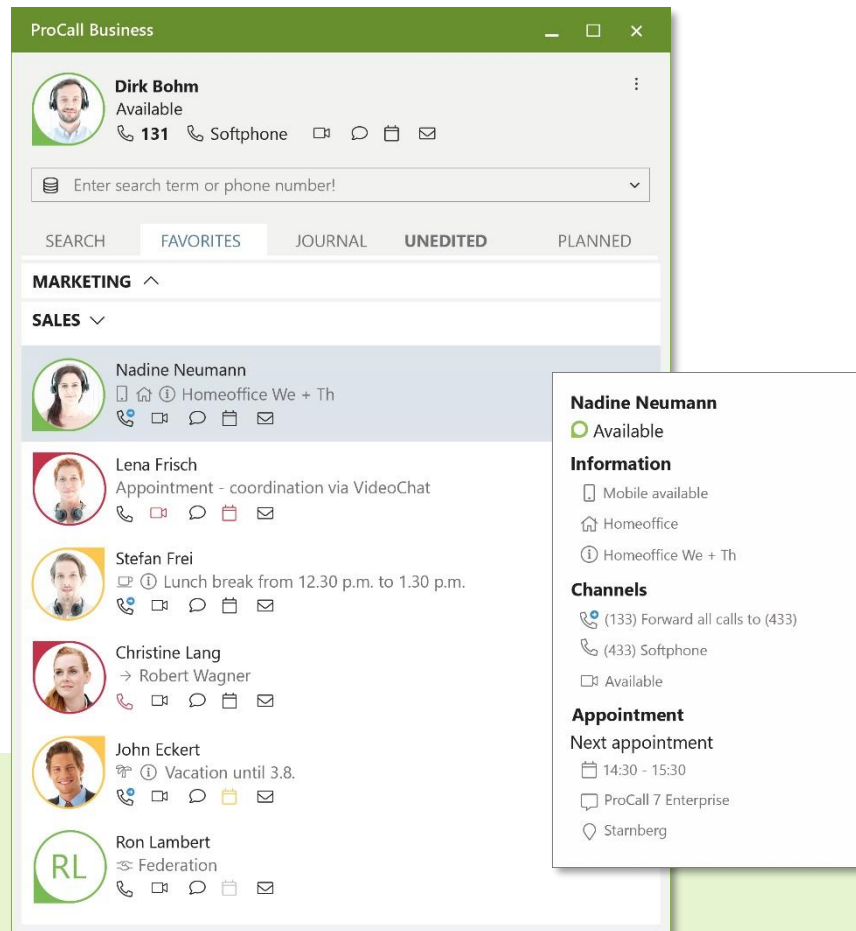


With Contact data integration

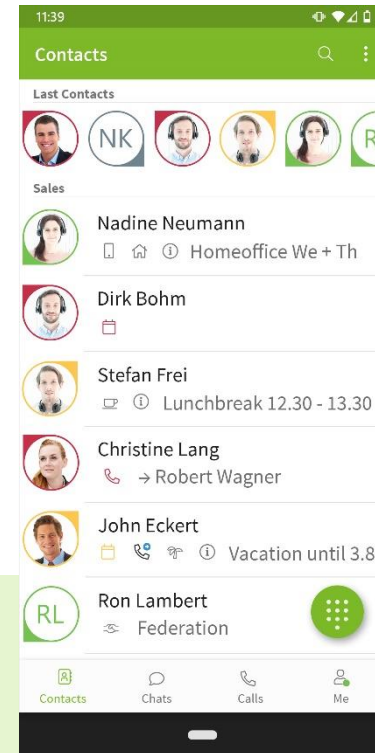


ProCall Business functions

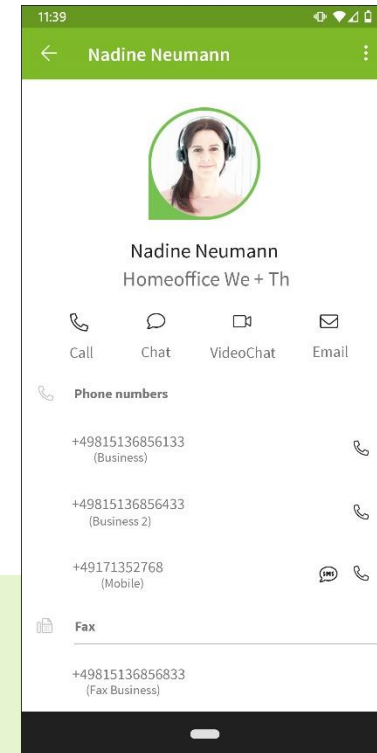
ProCall Business



**Employees in the company
or home office**



**Employees
on the move**



The most important functions of ProCall Business



Computer Telephony Integration (CTI)

CTI simplifies your day-to-day work steps and reduces sources of error.

The telephone is controlled by the PC.



Screen Sharing

The simple **screen sharing** allows you to view and work on documents with your call partner.



Softphone Functions (SIP)

The integrated SIP compatible softphone allows employees to talk directly over the PC. Uncomplicated and safe, even on the move.



Presence Management

View your **colleagues' availability at a glance** and choose the appropriate communication method.



Instant Messaging (Chat)

Easily exchange short **messages and files** with colleagues or customers, or share important information quickly and instantly.



MultiDevice

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

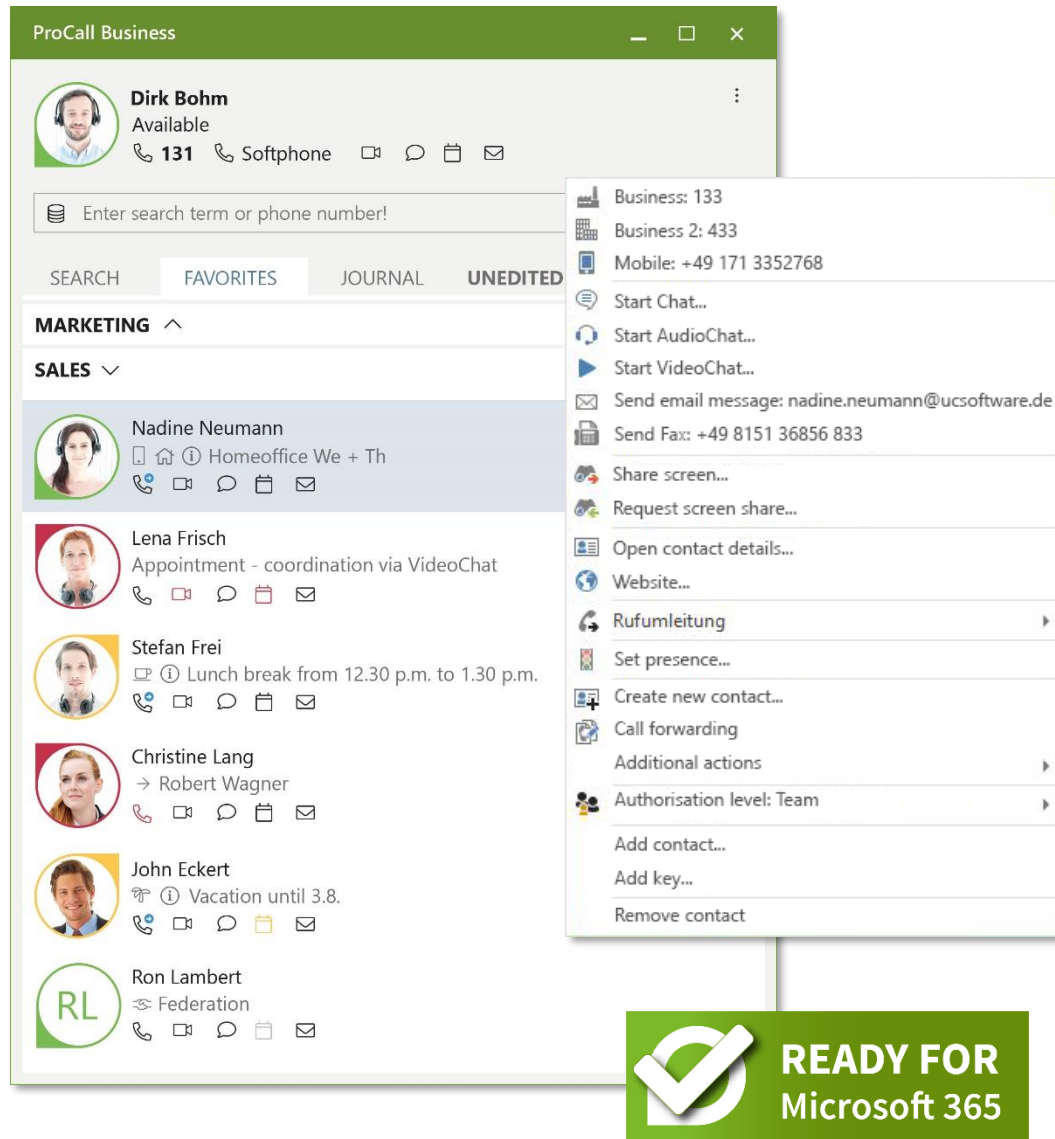


Audio/Video Communication (WebRTC)

Based on the internet technology WebRTC (Real Time Communication), you benefit from easy **face-to-face communication** regardless of distance.

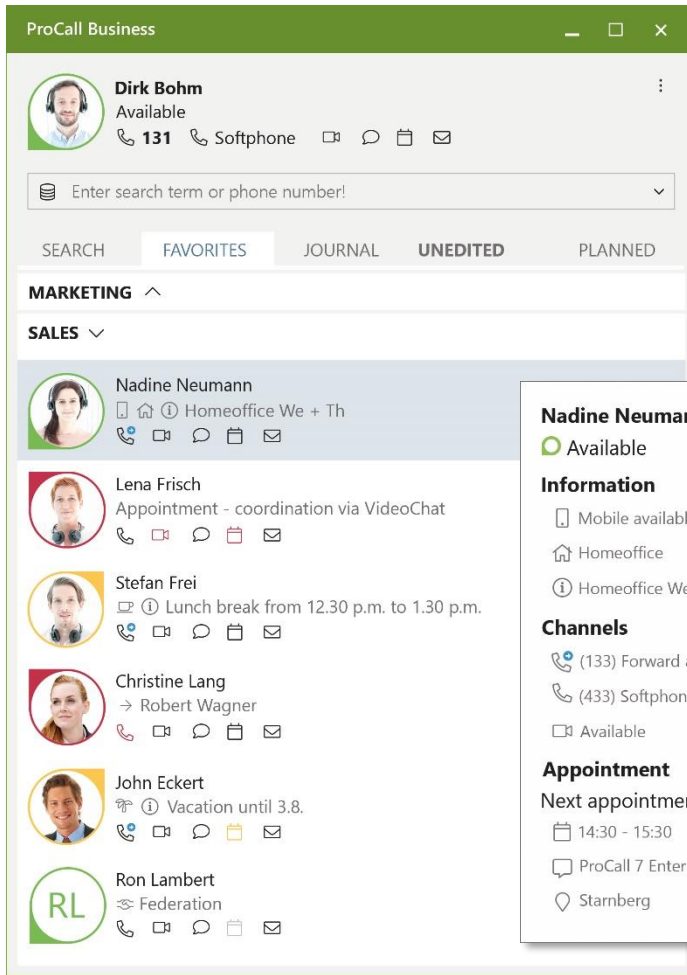


Employees in the company / home office



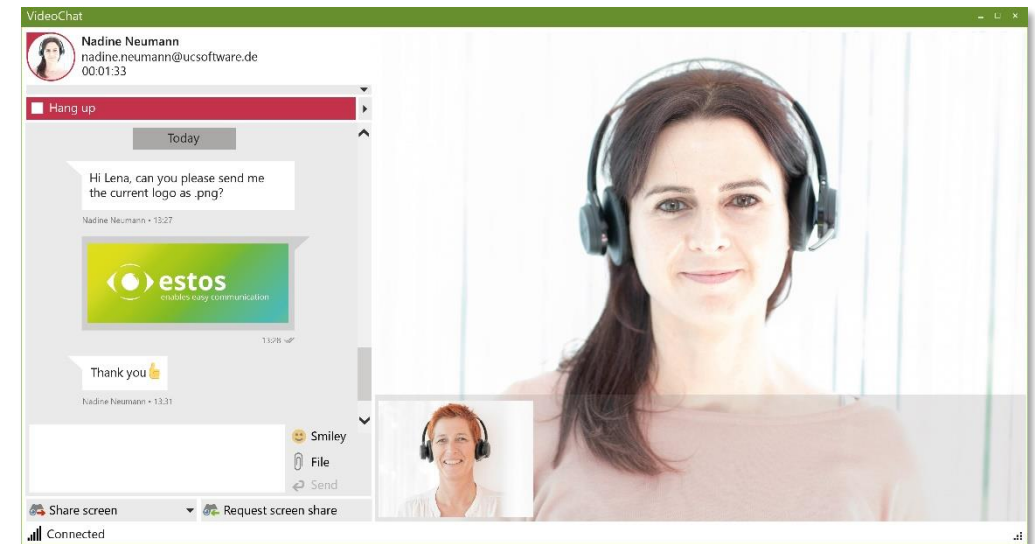
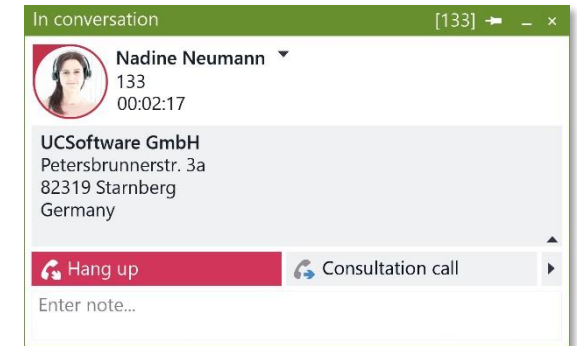
Native client for Microsoft Windows

- Presence management with calendar integration
- Convenient telephony – softphone functions and CTI
- Video chat with screen sharing
- Chat with read function
- Connection to third-party applications e. g. Microsoft 365



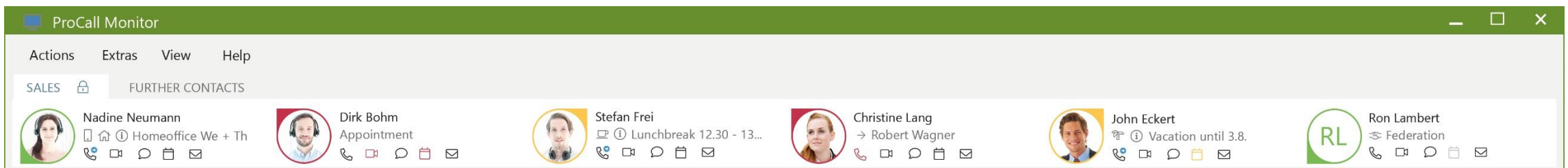
ProCall client with favorites view and tooltip

Conversation window
Telephony

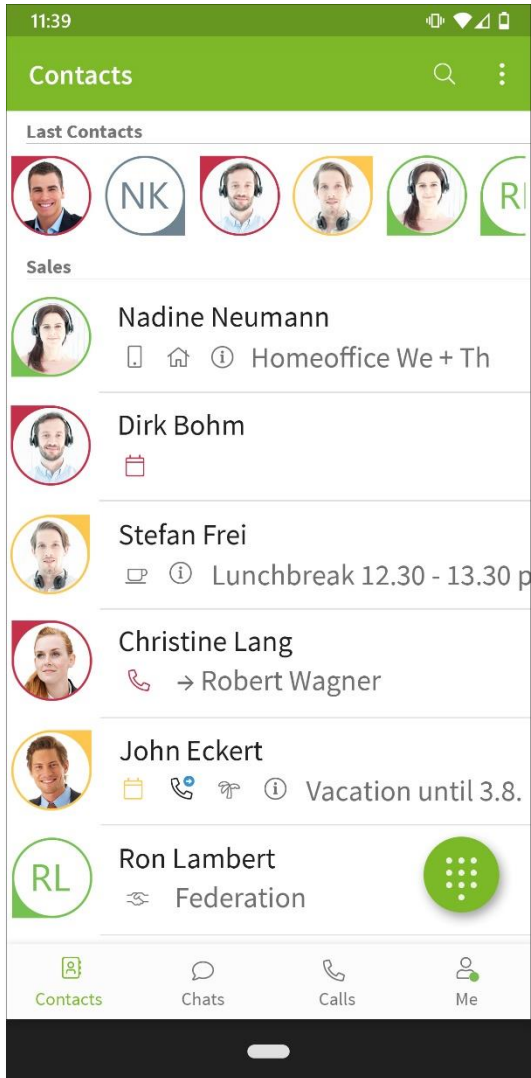


VideoChat window

ProCall Monitor



Employees on the move



Native client for Android and iOS

- Using the office phone on the move
- Presence management with calendar integration
- Quick access to all business contacts and all communication functions
- Record last contacts at a glance
- Chat for fast and secure sharing of messages and content

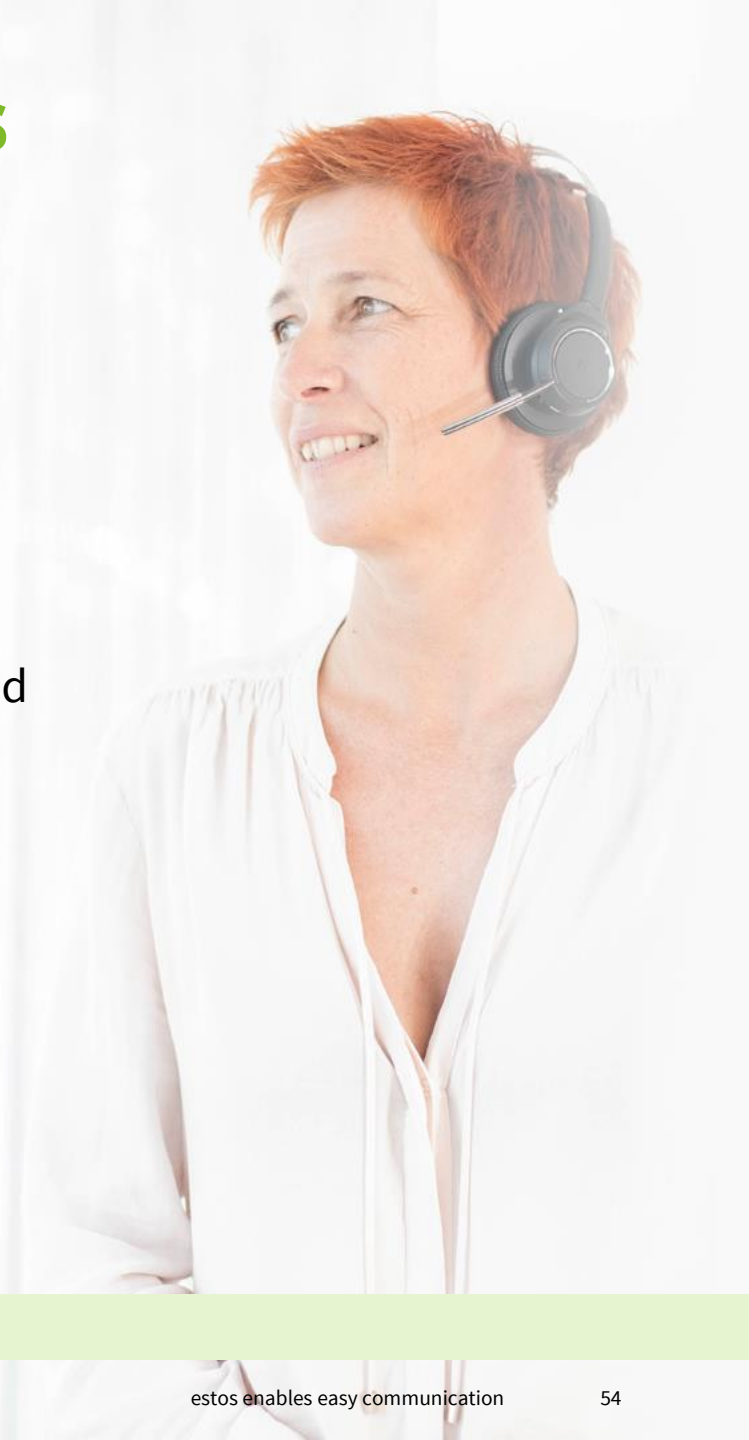
Supported telecommunication systems

CTI and Softphone

- Unify Open Scape Business
- Avaya IP Office Connect
- Alcatel OXO Connect
- Mitel MiVoice Office 400
- Panasonic
- AuerswaldCOMpact *
- bintec elmeg be.IP plus *
- Innovaphone *

Only Softphone

- Reventix
- MK Netzdienste
- HFO Crown Centrex
- C+ITEC Universe Cloud
- bis. cloud
- autphone



* Requires a TAPI driver from the manufacturer

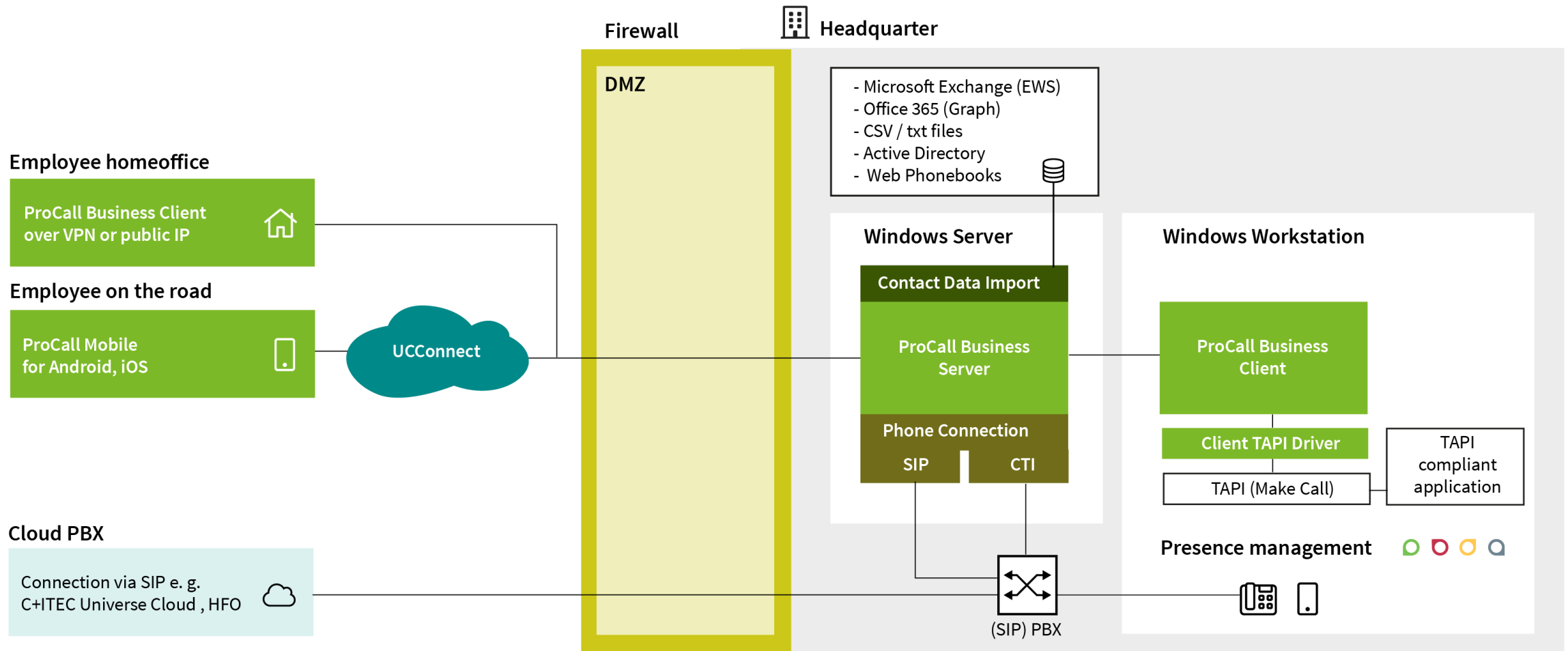
Kontaktdaten Import

Connection of **two data sources** via:

- Text/CSV Importer
- Connection to local Microsoft Exchange Server via EWS (Exchange Web Services)
- Connection to Microsoft Outlook 365 via Microsoft Graph Replicator
- Active Directory Replicator
- Web-based telephone directories



Topologie ProCall Business



Always up-to-date!

General information about the product



estos.com/products/procall-business

estos partner portal and shop

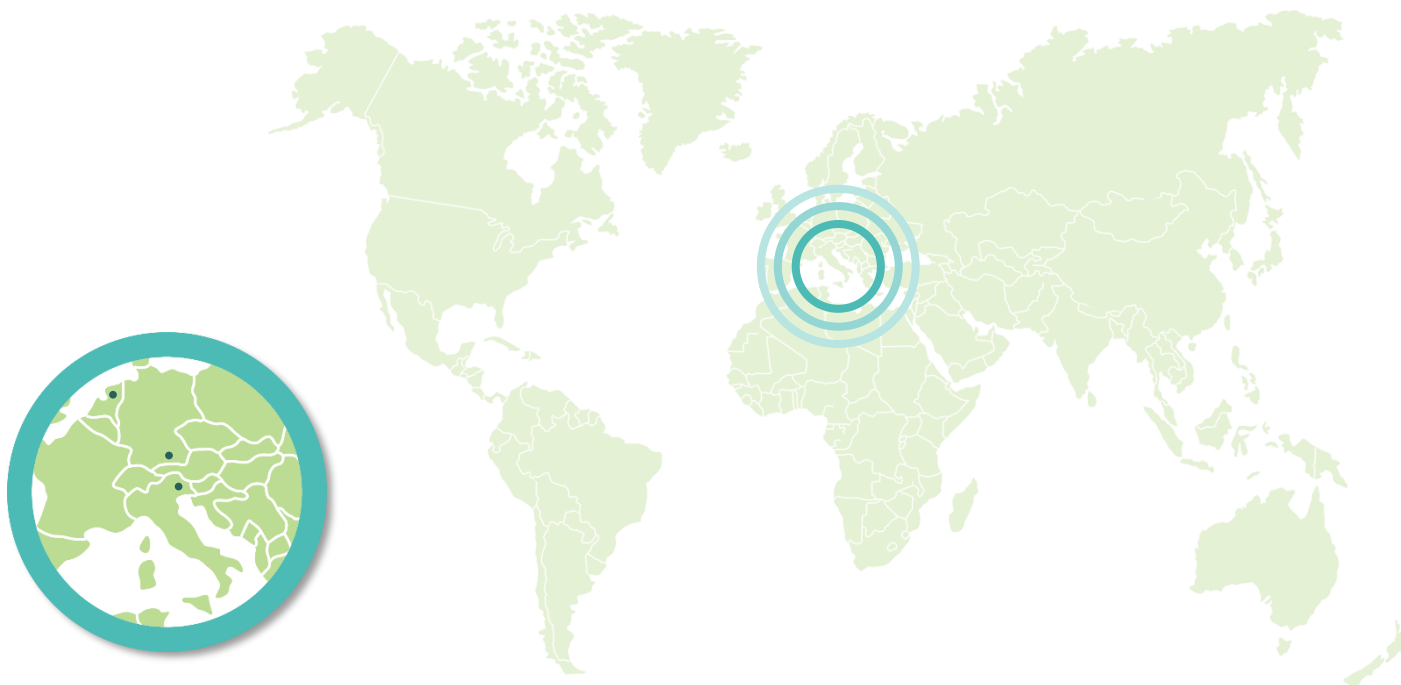


my.estos.de

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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partner.estos.de



support.estos.de