



**estos**

enables easy communication

# ProCall – unified communications & CTI software



## **ProCall Business**

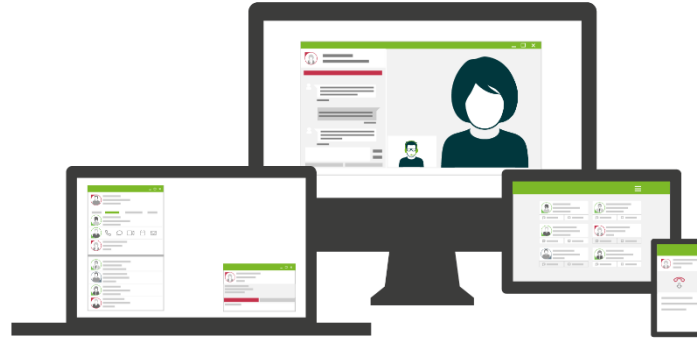
Compact communication for companies with up to 50 users

## **ProCall Enterprise**

Flexible communication for small and medium-sized companies

## **ProCall DataCenter**

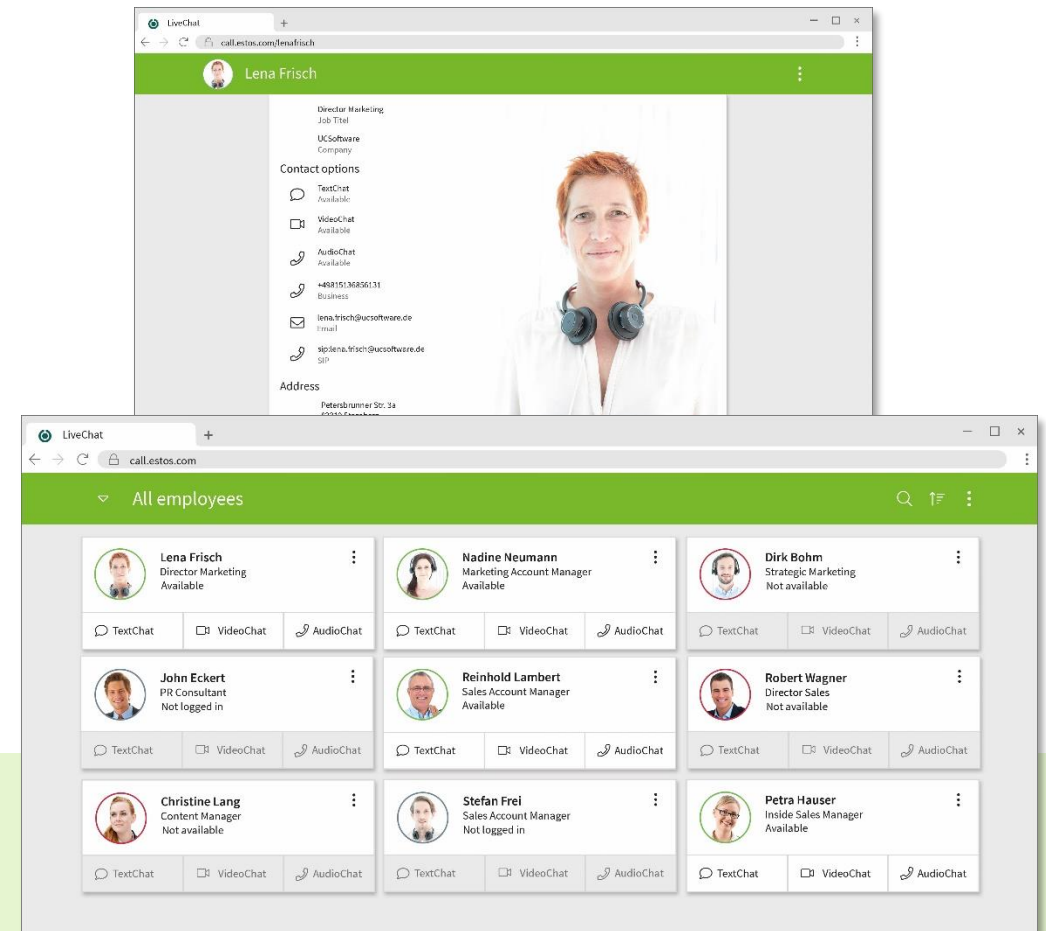
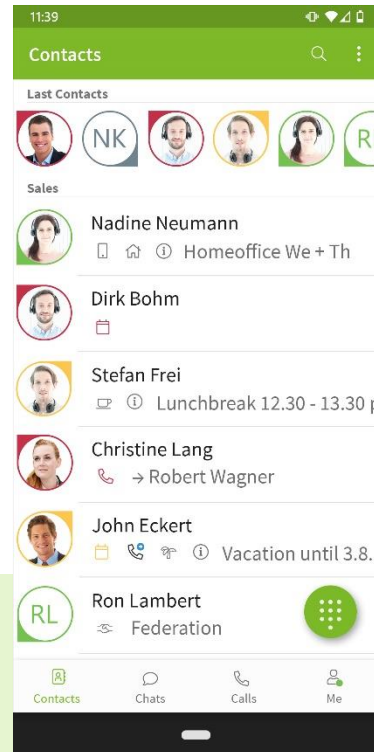
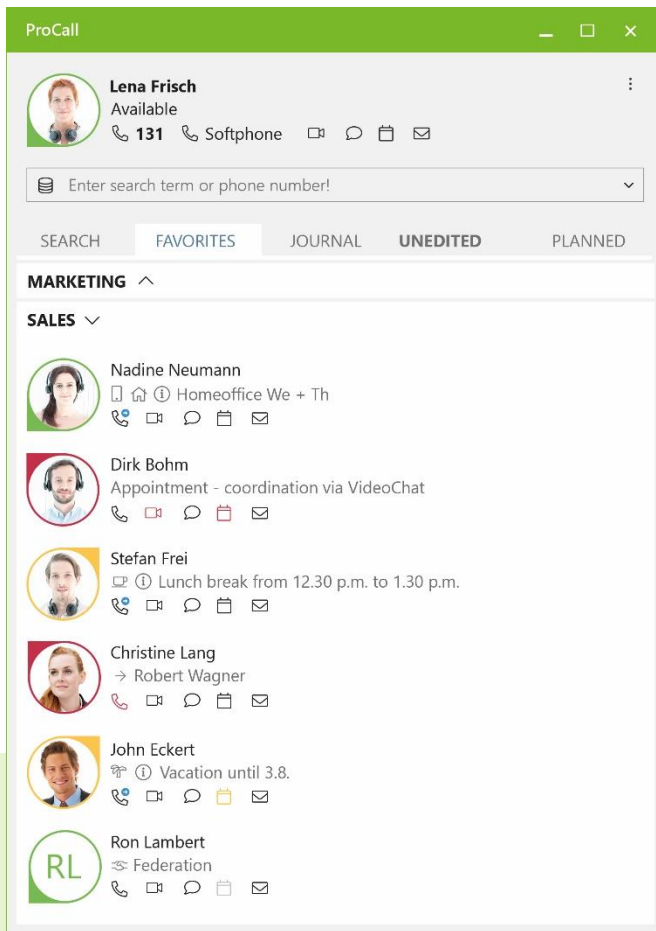
Communication in a multi-server environment for large companies



# ProCall

Communication with colleagues, partners and customers

# Communicate anywhere



Employees in the company  
or in the home office



Employees  
on the move



Prospective clients, partners  
or customers via the website

# ProCall at a glance



## Computer Telephony Integration (CTI)

CTI simplifies your day-to-day work steps and reduces sources of error. The telephone is controlled by the PC.



## Softphone Functions (SIP)

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



## Audio/Video Communication (WebRTC)

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



## Contact portal/Multimedia Business Card

The company website becomes the medium of interaction for your customer. With text, audio and audio/video chats. Cloud-ready thanks to estos UCCconnect.



## Screen Sharing

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



## Integration with Bluetooth

In addition to CTI for your desktop phone, ProCall Enterprise also offers CTI functions for smartphones and Bluetooth enabled mobile phones. As simple as in a car.



## Instant Messaging (Chat)

Easily share text messages with colleagues or customers, or pass on important information quickly and straight away.



## Presence Management

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



## Business Process Integration (CEBP)

Go one step further and integrate the communication functions into your company's business processes. This creates added value.



## Unified Messaging Integration

Integrate Unified Messaging Services such as fax, voice mailbox, and SMS text messaging into ProCall Enterprise for additional communication functions.



## MultiSite

Integrate distributed locations into a multi-server environment. Presence and contact information can be viewed across branches.



## MultiVendor

Integrate different telephone systems from various manufacturers into one application, whether from the cloud or on the premises.

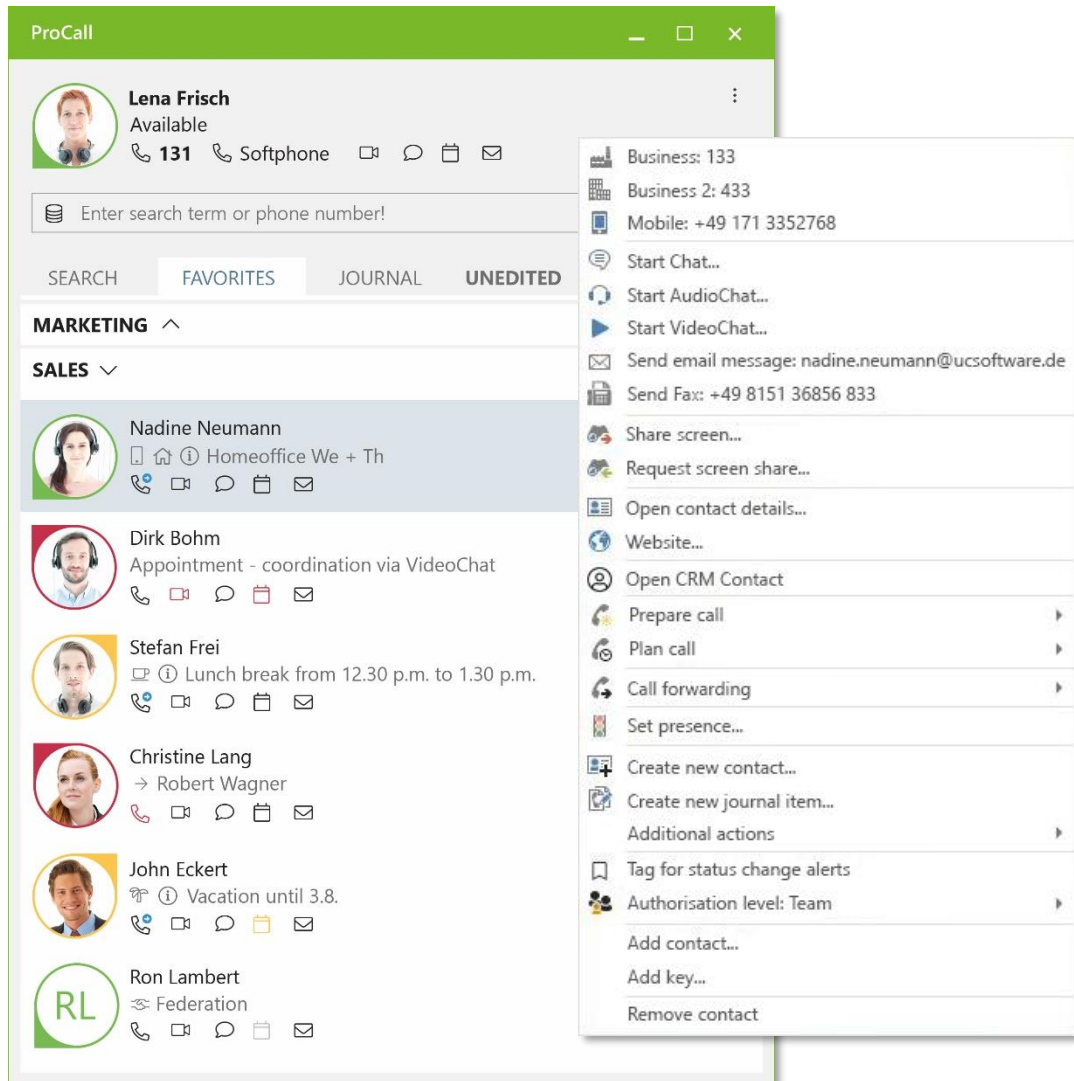


## MultiDevice

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

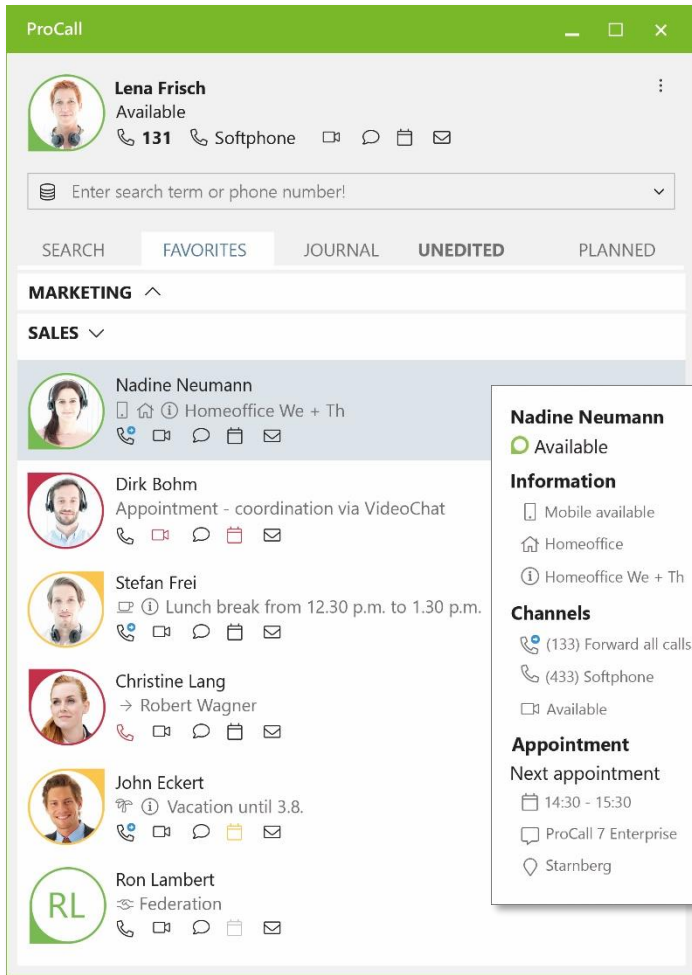


# Employees in the company / home office



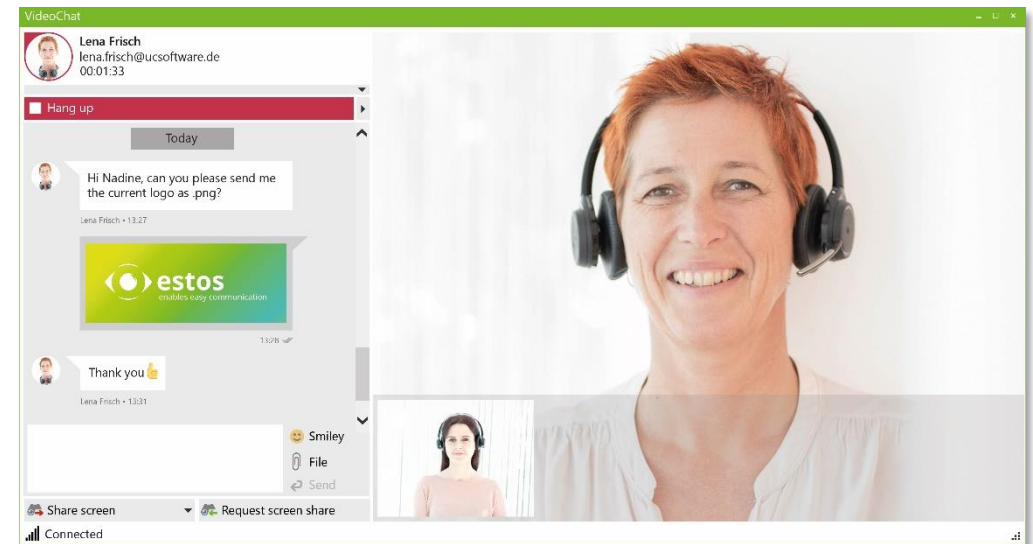
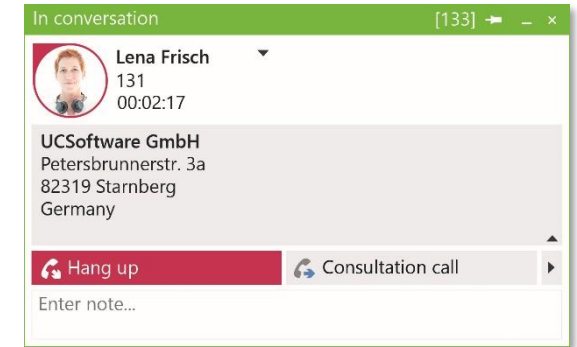
## Native client for Microsoft Windows

- Presence management with calendar integration
- Convenient telephony – softphone functions, CTI and integration with Bluetooth
- Video chat with screen sharing
- Chat with read function
- Easy online meetings with ProCall Meetings
- Connection to third-party applications for business process integration (CEBP)



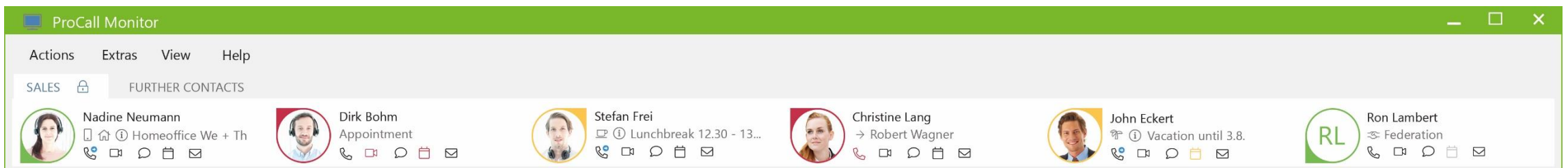
ProCall client with favorites view and tooltip

Conversation window  
Telephony



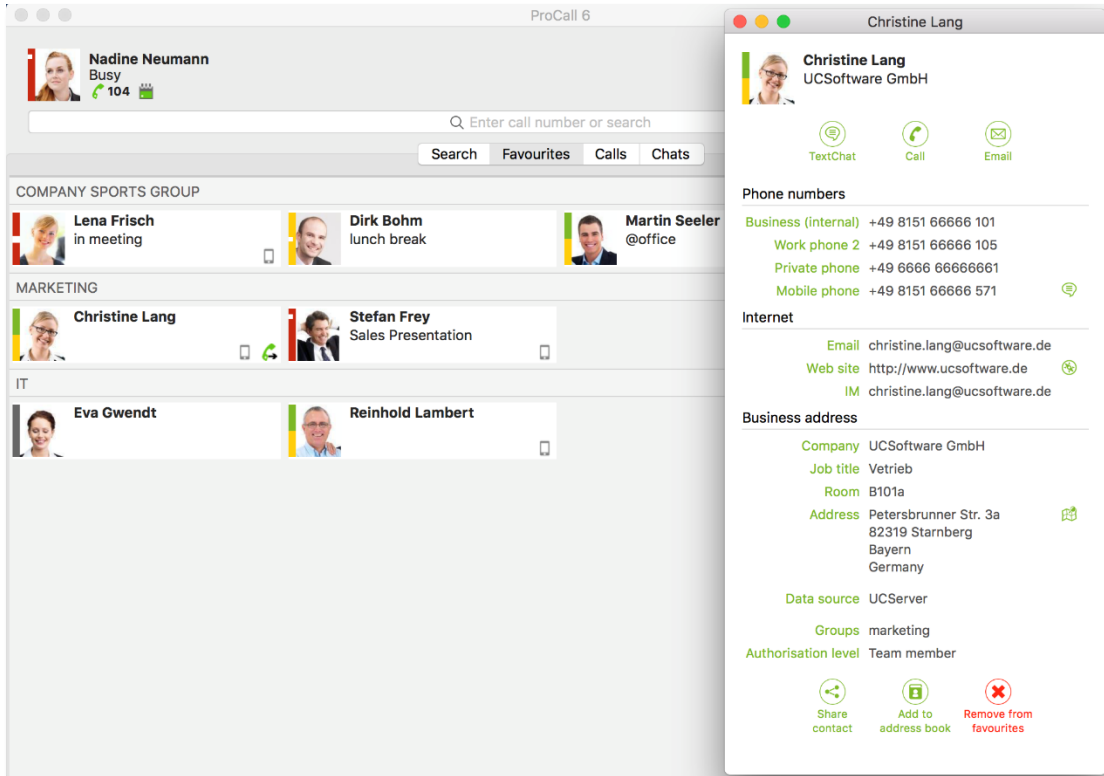
VideoChat window

### ProCall Monitor





# Employees in the company/home office

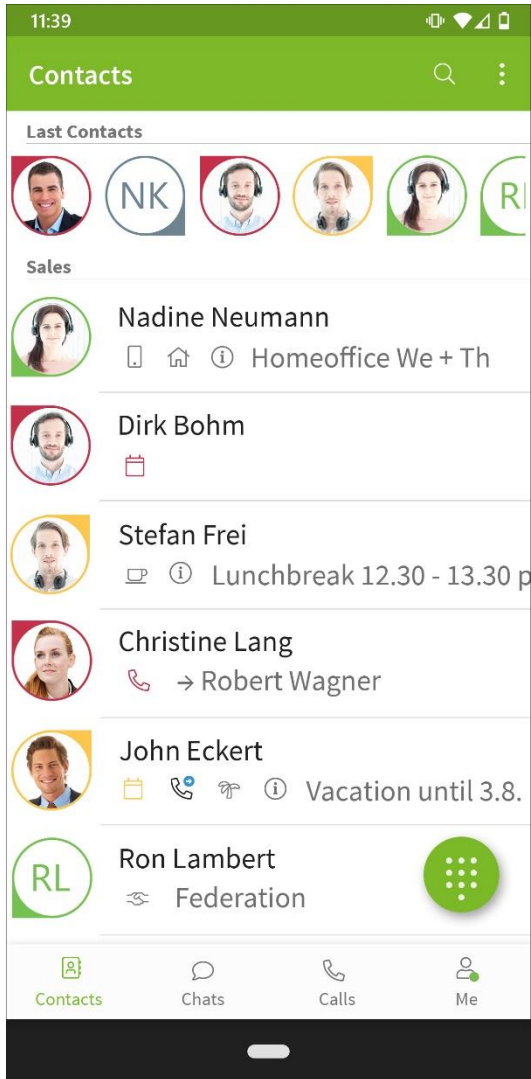


## Native client for macOS

- Computer Telephony Integration ( CTI )
- Instant messaging and presence management
- Connection of popular CRM, ERP and industry software
- Search, name resolution for CTI calls and contact details e.g. from CRM/ERP or groupware
- Easy commissioning with UCConnect



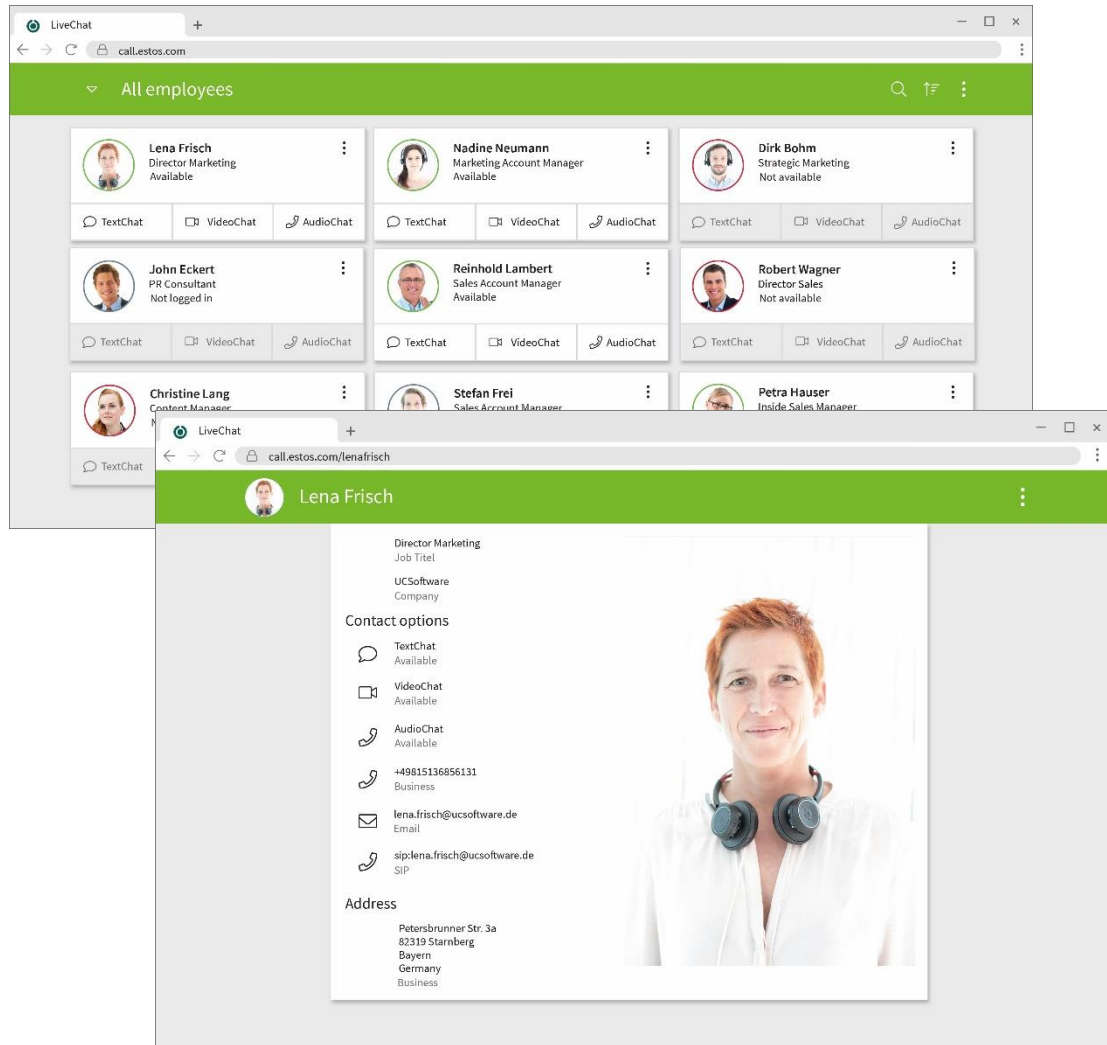
# Employees on the move



## 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

# Prospective customers, clients or partners



## Contact portal & multimedia business card

- Communication for the company website
- Text, audio and video chats
- No downloads or plug-ins
- Browser-based with WebRTC
- End-to-end TLS encryption



**Enables flexible  
workplace and working time models**



# Lena Frisch

 Mobile available





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  
☎ 📺 🗨 📅 ✉

# 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



Nadine Neumann

   Homeoffice Mi + Do





# The contact card: Important information at a glance

## Information area

Name (Z1)

Dynamic background information (Z2)

Nadine Neumann

📱 🏠 ⓘ Homeoffice Mi + Do

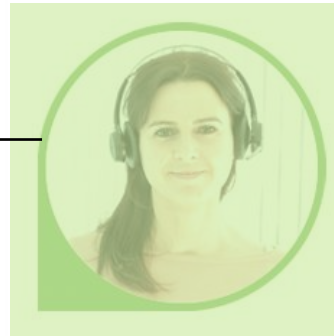


## Action area

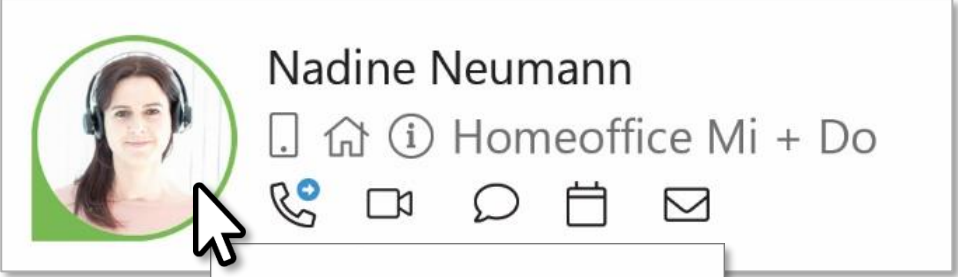

Managing communication and cooperation

## Presence area

Profile picture or initials in the presence ring with CAP



# The tooltip: All information at a glance

<b>Presence area</b>	 <p>Nadine Neumann Homeoffice Mi + Do</p> <p>📞 📺 💬 📅 ✉️</p>	
<b>Information area</b>	<p>Nadine Neumann 🟢 Available</p> <p><b>Information</b></p> <p>📱 Mobile available 🏠 Homeoffice 📍 Homeoffice We + Th</p>	<p>📱 🏠 📍 Homeoffice Mi + Do</p>
<b>Action area</b>	<p><b>Channels</b></p> <p>📞 (133) Forward all calls to (433) 📞 (433) Softphone 📺 Available</p> <p><b>Appointment</b></p> <p>Next appointment 📅 14:30 - 15:30 🗨️ ProCall 7 Enterprise 📍 Starnberg</p>	<p>📞 📺 💬 📅 ✉️</p>



**Lena Frisch**

🏠 Homeoffice

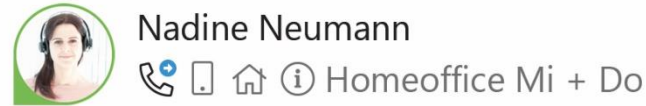


# Individual settings

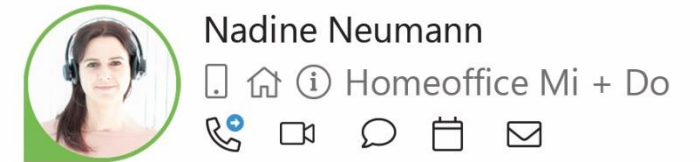
## 1-line display



## 2-line display



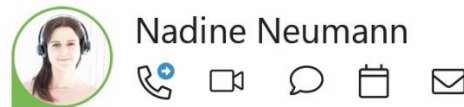
## 3-line display



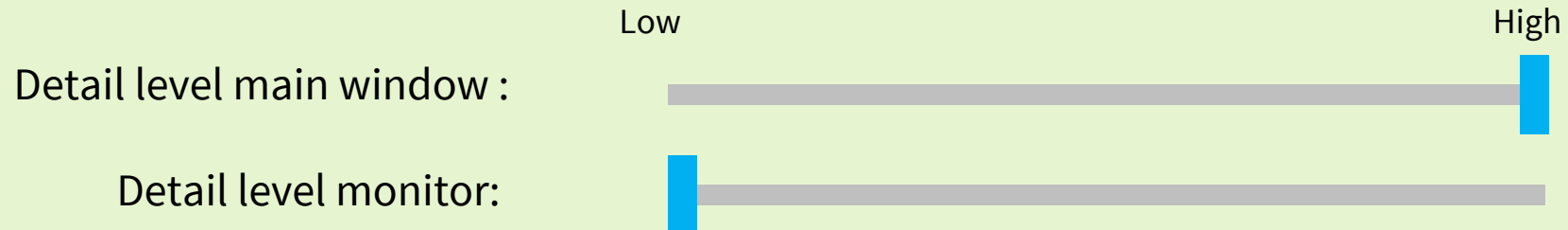
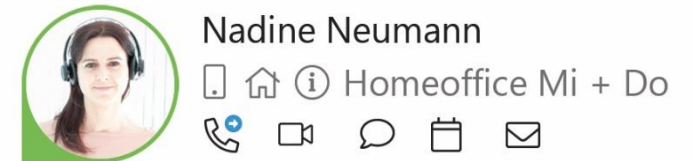
## Action area on mouse over



## Action area on mouse over



## Action area always visible





**Lena Frisch**

 Break - until 13.30 pm



# Presence profiles: Convenient setup

Edit presence profile ✕

Profile name:

**Presence**

Status:  Out of office ▼

Duration:

Availability:  Pause ▼

**Note**

Do not change note

Delete note

Set new note:

**Call forwarding**

Choose from list:  ▼

 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	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

Appointment - ProCall 7 Enterprise



Nadine Neumann

business trip Berlin







Lena Frisch

Available



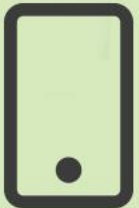
Lena Frisch

Home office

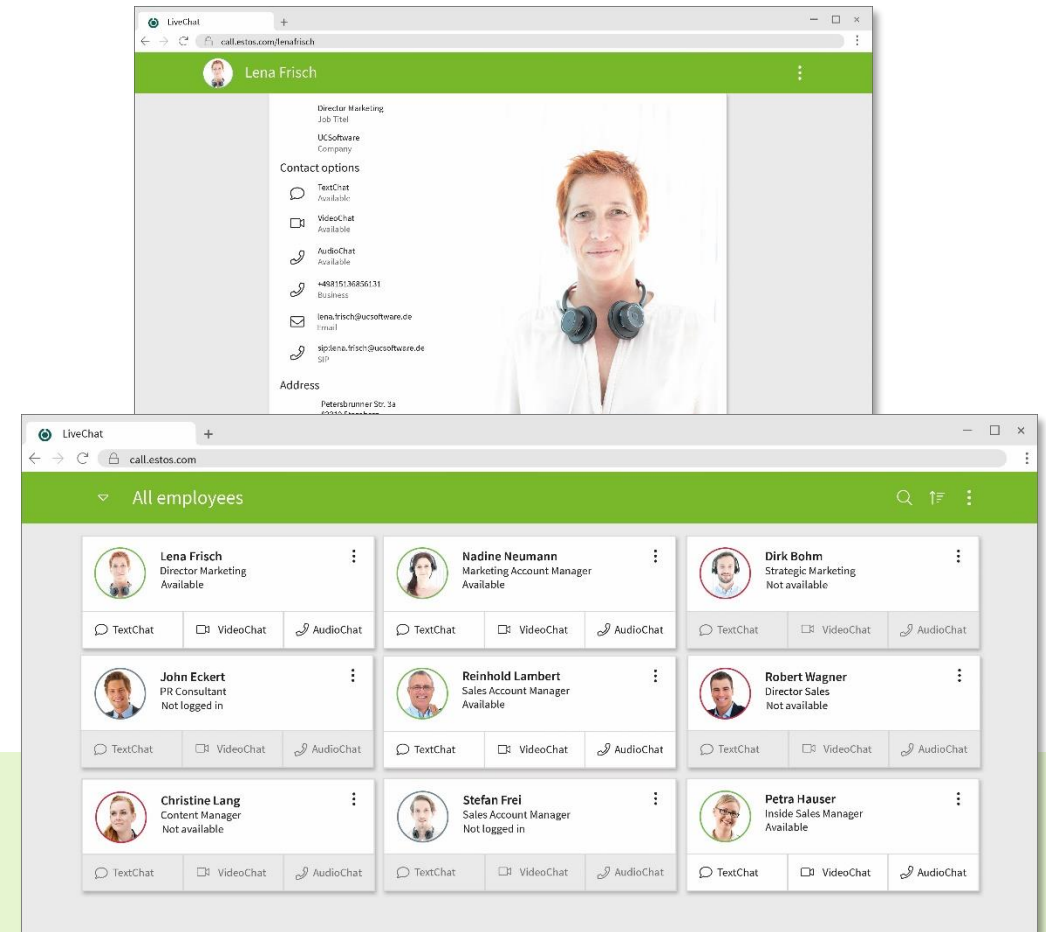
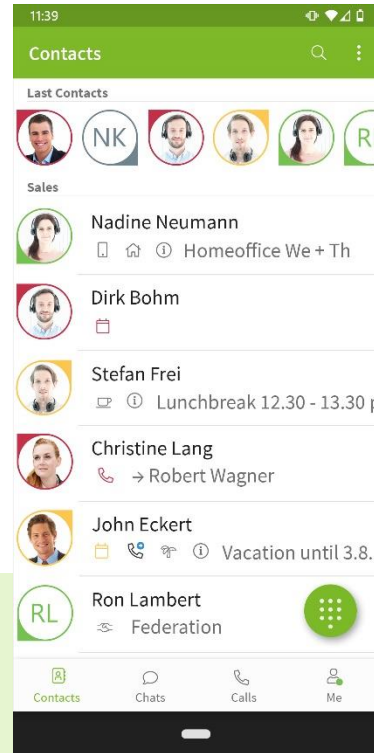
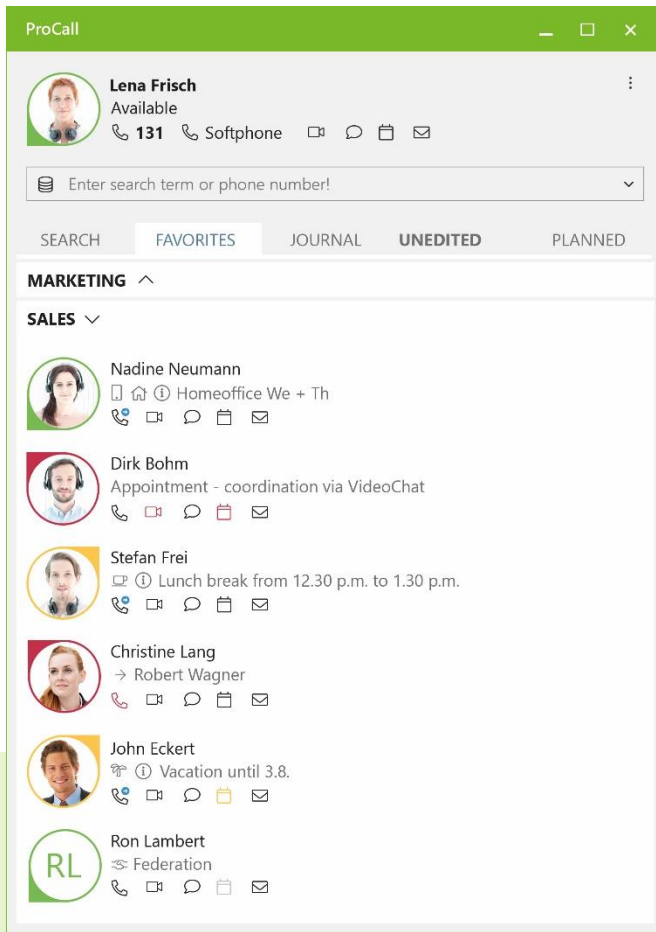


Lena Frisch

Mobile available



# Available everywhere



Employees in the company  
or in the home office



Employees  
on the move



Prospective clients, partners  
or customers via the website

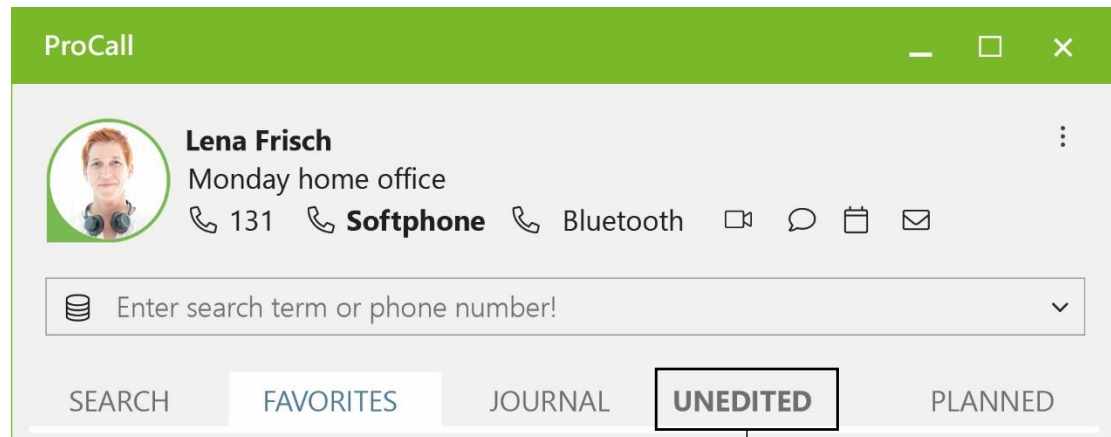


**Simplifies individual communication**



# My communication channels at a glance

My ProCall client



My missed communication










My name

**Lena Frisch**

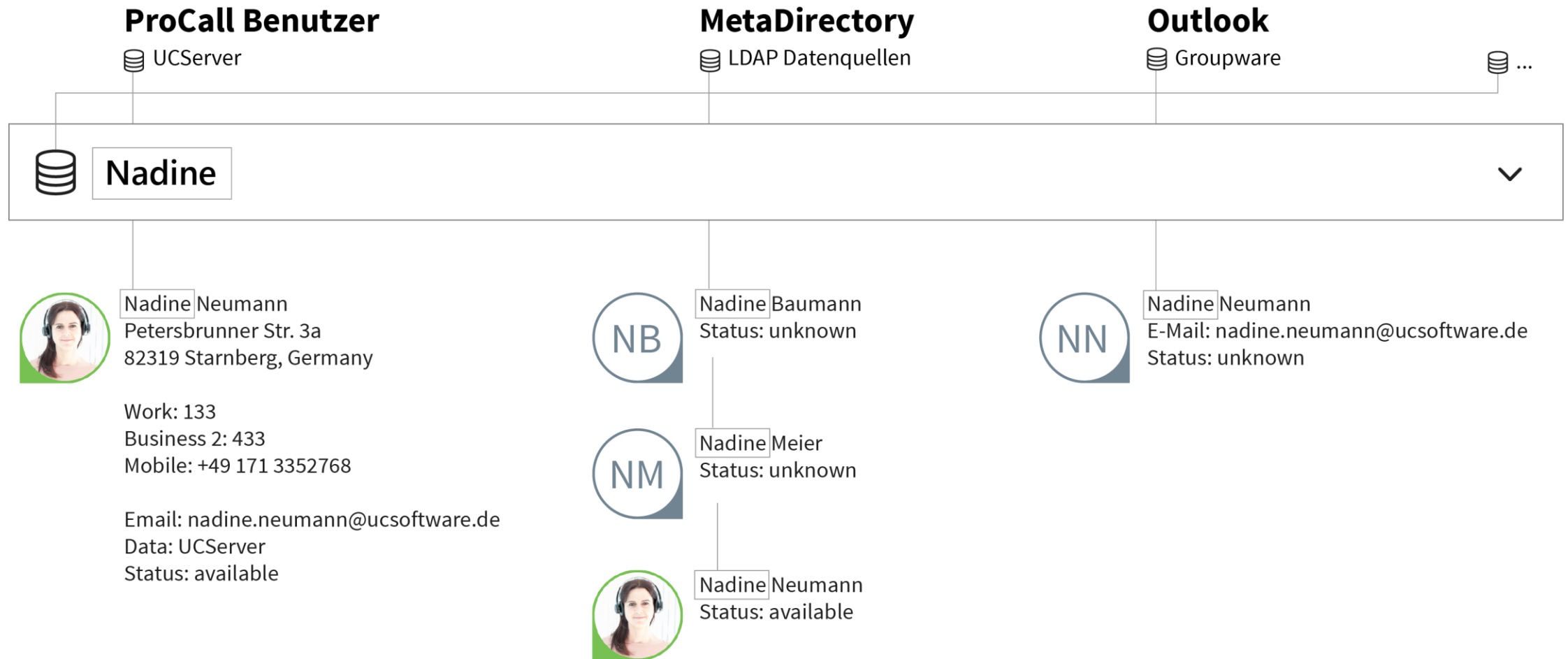
My note

Monday home office

My communication channels

-  131
-  **Softphone** (Default line)
-  Bluetooth
-  Audio/Video communication
-  Chats
-  Calendar
-  E-mail

# Quick search for contact details



# Optional: Connection of contact data with MetaDirectory



## DATA

Connection of all company distributed contact data sources

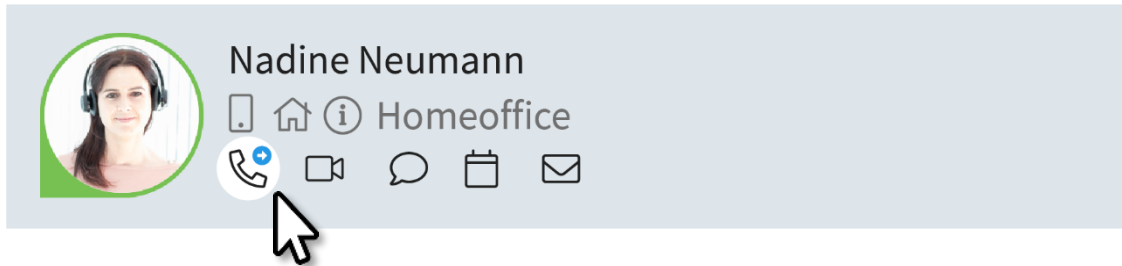
## MetaDirectory

LDAP server for fast access to contact data

## INFORMATION

Multiple display and access options to the consolidated data stock

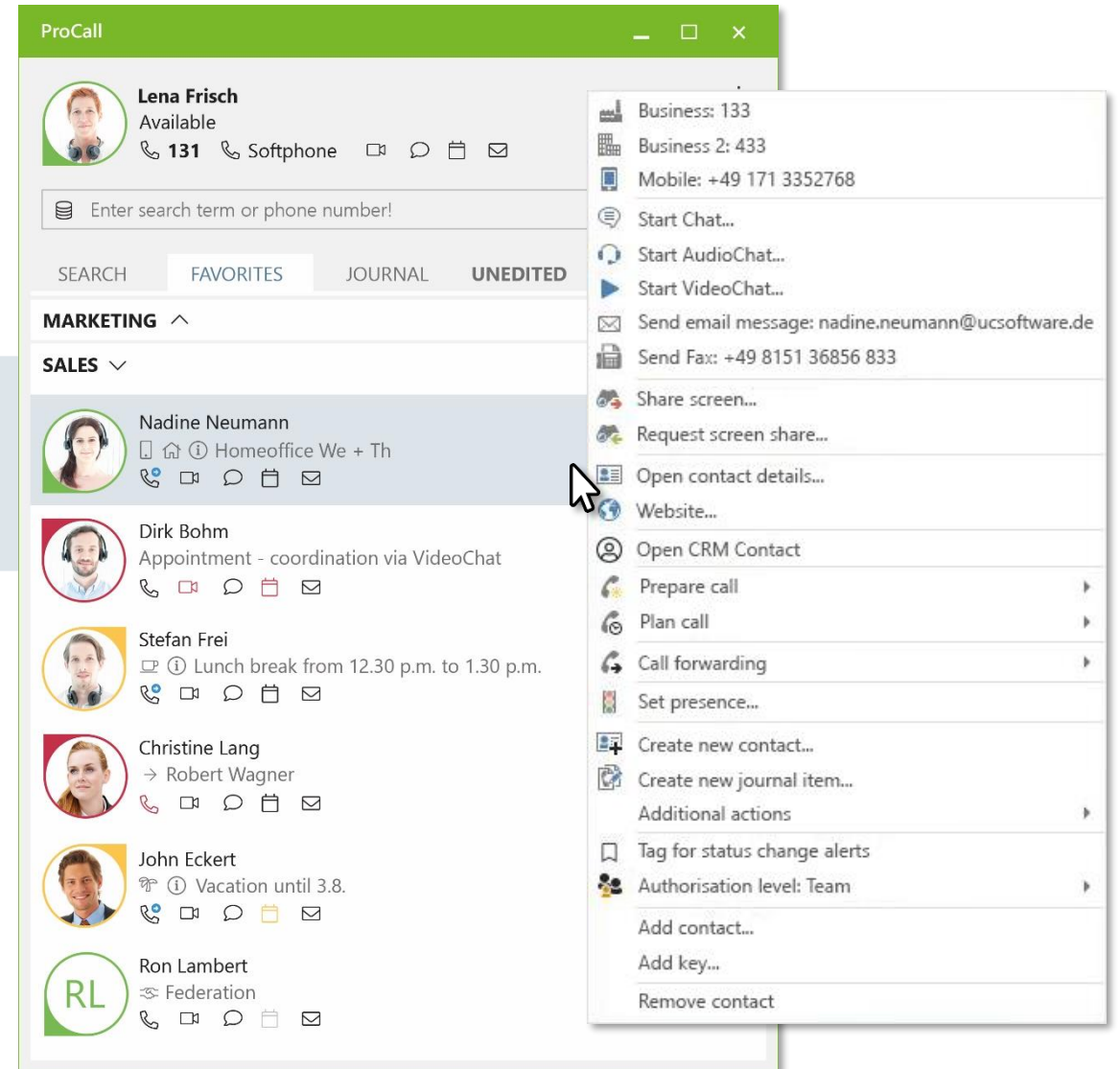
# My favorites: Communicate easily and quickly



Nadine Neumann  
Homeoffice

Icons: Phone, Home, Info, Video, Chat, Calendar, Email

A mouse cursor is pointing at the phone icon.



ProCall

**Lena Frisch**  
Available  
131 Softphone

Enter search term or phone number!

SEARCH FAVORITES JOURNAL UNEDITED

**MARKETING** ^

**SALES** v


- Nadine Neumann**  
Homeoffice We + Th
- Dirk Bohm**  
Appointment - coordination via VideoChat
- Stefan Frei**  
Lunch break from 12.30 p.m. to 1.30 p.m.
- Christine Lang**  
→ Robert Wagner
- John Eckert**  
Vacation until 3.8.
- Ron Lambert**  
Federation




Context menu options:






- Business: 133
- Business 2: 433
- Mobile: +49 171 3352768
- Start Chat...
- Start AudioChat...
- Start VideoChat...
- Send email message: nadine.neumann@ucsoftware.de
- Send Fax: +49 8151 36856 833
- Share screen...
- Request screen share...
- Open contact details...
- Website...
- Open CRM Contact
- Prepare call
- Plan call
- Call forwarding
- Set presence...
- Create new contact...
- Create new journal item...
- Additional actions
- Tag for status change alerts
- Authorisation level: Team
- Add contact...
- Add key...
- Remove contact





# Classic telephone or SIP softphone


 **Nadine Neumann**


   Homeoffice


    

 Work: 133


 Business 2: 433

 Mobile: +49 171 3352768



 Prepare call ▶


 Plan call ▶

In conversation [131] ➔ - x

 **Nadine Neuman** ▼  
133  
00:02:17

**UCSoftware GmbH**  
Petersbrunnerstr. 3a  
82319 Starnberg  
Germany

 Hang up  Consultation call ▶

 Open CRM contact

Enter note...

# Supported systems and cloud providers for SIP softphone

## On Premise PBX

- Alcatel OXO Connect
- Alcatel OmniPCX Enterprise (OXE)
- Auerswald (FONtevo) COMpact/COMmande
- Avaya IP Office
- Asterisk
- Innovaphone
- Mitel MiVoice 400
- MiVoice Business
- Mitel MX-ONE
- Panasonic KX-NS(X) Serie
- Starface Telefonanlagen (Appliance / VM Edition)
- Unify OpenScape 4000
- Unify OpenScape Business

## Cloud PBX

- autphone aut-voice
- Asterisk
- bis. cloud
- Firstcom Europe AG Universe Cloud Connect
- HFO Crown Centrex
- Ostertag DeTeWe - OD Cloud
- Placetel PROFI vPBX
- reventix virtuelle Telefonanlage
- Starface Telefonanlagen (Cloud)

**Current list at:** [estos.com/products/procall-enterprise/softphone-functions-sip](https://estos.com/products/procall-enterprise/softphone-functions-sip)

# Optional: Connect telecommunication systems with ECSTA



## On Premise PBX

- Alcatel Lucent
- Avaya
- Mitel
- Panasonic
- Telekom
- Unify



## Cloud PBX

- BroadSoft BroadWorks
- TELES Voice Application Server

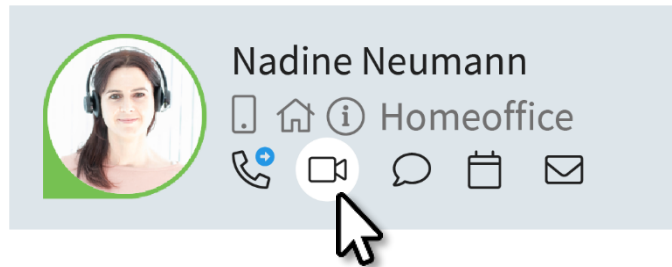


## SIP Phones

- Auerswald
- Mitel
- Polycom
- snom
- Yealink

**Current list at:** [estos.com/products/ecsta-series](https://estos.com/products/ecsta-series)

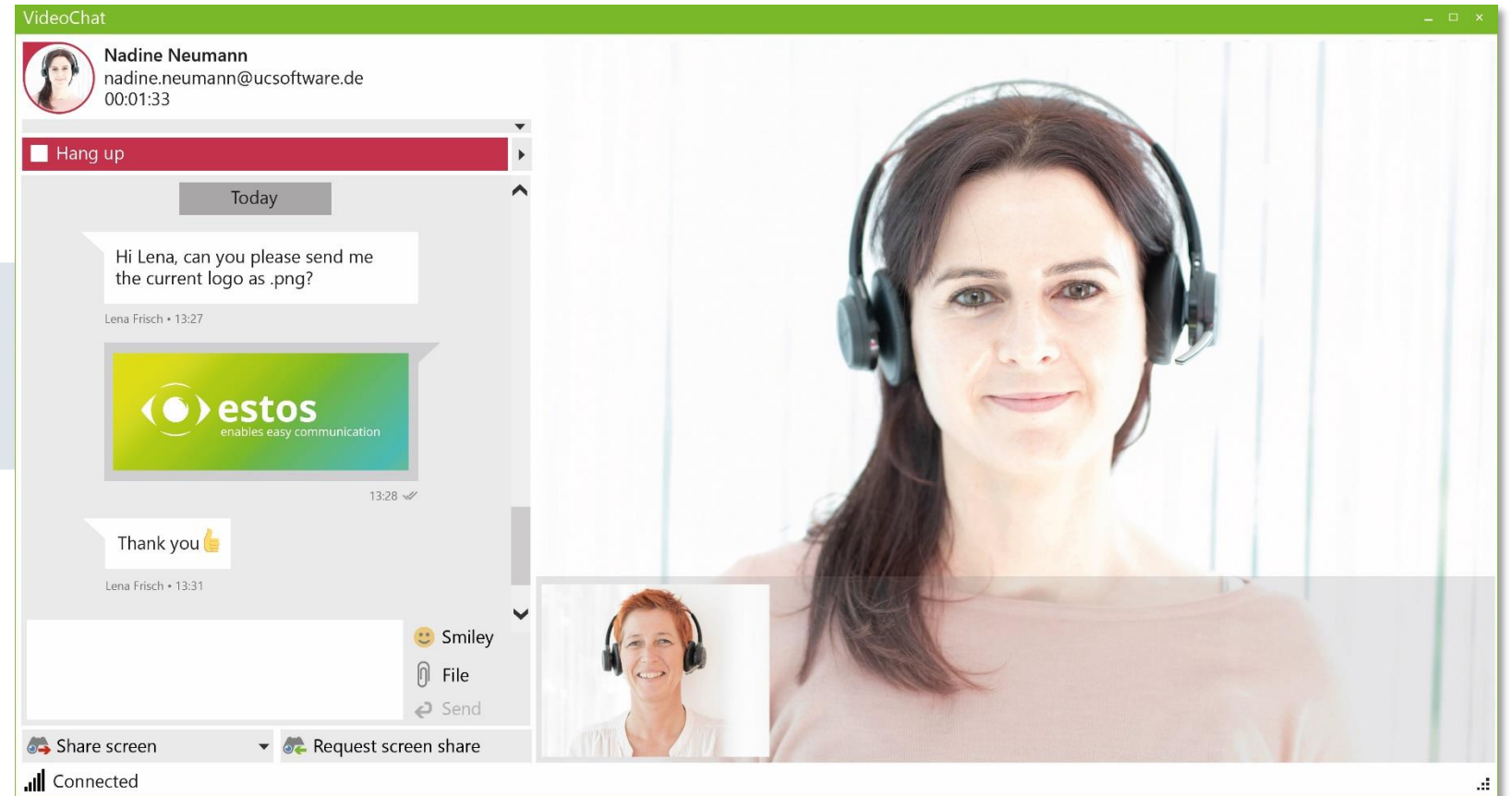
# Face-to-face via video chat



Nadine Neumann

Homeoffice

Icons: Phone, Home, Info, Video Chat (highlighted), Chat, Calendar, Mail




VideoChat

Nadine Neumann  
nadine.neumann@ucsoftware.de  
00:01:33

Hang up

Today

Hi Lena, can you please send me the current logo as .png?  
Lena Frisch • 13:27



13:28 ✓

Thank you 🙌  
Lena Frisch • 13:31

Smiley  
File  
Send

Share screen  
Request screen share

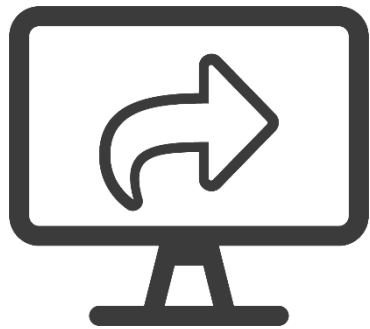
Connected

Video feed of Nadine Neumann (main) and Lena Frisch (inset)

# Screen sharing

Share screen


Request screen share




Screen 1 (Default)

Screen 2

# Text chat: Fast ad hoc communication

 **Nadine Neumann**  
Homeoffice  
📞 📺 💬 📅 ✉️


Chat

 **Nadine Neumann**  
nadine.neumann@ucsoftware.de

VideoChat | AudioChat

Today

Hi Lena, can you please send me the current logo as .png?  
Lena Frisch • 13:27



Thank you 👍  
Lena Frisch • 13:31

- Reply
- Forward to...
- Save as...
- Remove

Smiley  
File  
Send

Share screen | Request screen share

Chat

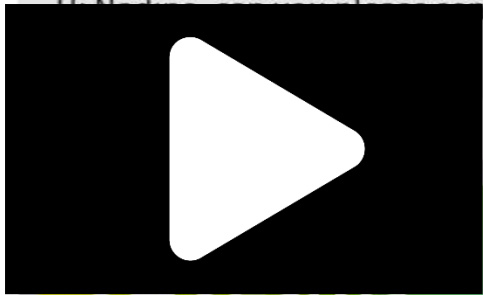


Lena Frisch  
lena.frisch@ucsoftware.de

VideoChat

AudioChat

TODAY



YouTube

- reply
- Forward to
- Save as
- Remove

Thank you 🙌

Lena Frisch · 13:31

- Smiley
- File
- Send

Share screen

Request screen share





# Personal journal

Channel	Typ	
Nadine Neumann esto	nadine.neumann@ucsoftware.de	- 13:28
! Stefa	Call	! Missed 12:47
→ Nadi	VideoChat	11:43
← Chris	VideoChat	10:16
<hr/>		
Yesterday	AudioChat	← Incoming 16:05
! Chris	Chat	14:23
← Nadi	Screen release	→ Outgoing 11:17
→ Stefa		10:38
Christine Lang Thank you! 👍	christine.lang@ucsoftware.de	-








# My communication at a glance

## Today

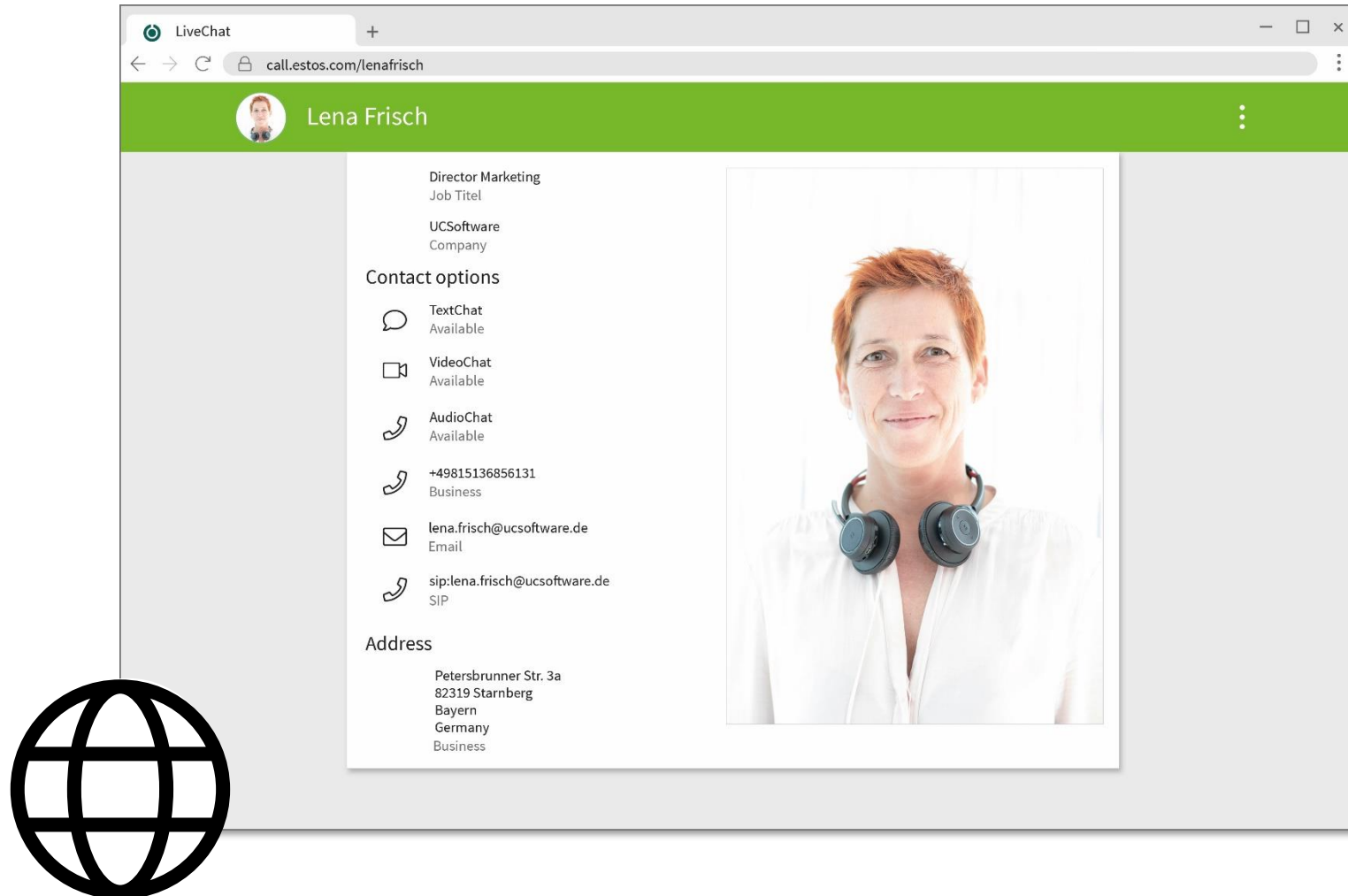
	Nadine Neumann estos_logo.png	nadine.neumann@ucsoftware.de	-	13:28
	! Stefan Frei	+49 8151 36856135	-	12:47
	→ Nadine Neumann	nadine.neumann@ucsoftware.de	0:57	11:43
	← Christine Lang	christine.lang@ucsoftware.de	3:04	10:16

---

## 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

# Send a digital business card



The screenshot shows a web browser window with the URL `call.estos.com/lenafrisch`. The interface features a green header with a profile picture and the name "Lena Frisch". Below the header, the digital business card is displayed with the following details:

- Director Marketing**  
Job Titel
- UCSoftware**  
Company
- Contact options**
  - TextChat Available
  - VideoChat Available
  - AudioChat Available
  - +49815136856131 Business
  - lena.frisch@ucsoftware.de Email
  - sip:lena.frisch@ucsoftware.de SIP
- Address**
  - Petersbrunner Str. 3a
  - 82319 Starnberg
  - Bayern
  - Germany
  - Business

A large black globe icon is positioned in the bottom-left corner of the screenshot area.

# Optional: Fax, voice and SMS with ixi-UMS



The screenshot shows the ProCall desktop application interface. On the left, a contact list is visible with entries for Lena Frisch, Nadine Neumann, Dirk Bohm, Stefan Frei, Christine Lang, John Eckert, and Ron Lambert. The contact Nadine Neumann is selected, and a context menu is open over her profile. The menu items include: Business: 133, Business 2: 433, Mobile: +49 171 3352768, Start Chat..., Start AudioChat..., Start VideoChat..., Send email message: nadine.neumann@ucsoftware.de, Send Fax: +49 8151 36856 833 (highlighted with a mouse cursor), Share screen..., Request screen share..., Open contact details..., Website..., Open CRM Contact, Prepare call, Plan call, Call forwarding, Set presence..., Create new contact..., Create new journal item..., Additional actions, Tag for status change alerts, Authorisation level: Team, Add contact..., Add key..., and Remove contact.

The screenshot shows the mobile application interface for the contact Nadine Neumann. The contact's name and profile picture are at the top. Below the name, the text "Homeoffice We + Th" is displayed. There are four icons for communication: Call, Chat, VideoChat, and Email. Under the "Phone numbers" section, three numbers are listed: +49815136856133 (Business), +49815136856433 (Business 2), and +49171352768 (Mobile). Under the "Fax" section, the number +49815136856833 (Fax Business) is listed.



**Supports the collaboration  
of teams and groups**

# Telephone conference

1

In conversation [131] [minimize] [maximize] [close]

**Nadine Neumann** ▾  
133  
00:02:17

Hang up Consultation call ▾

Enter note...

2

Consultation Call [131] [minimize] [maximize] [close]

**Nadine Neumann** ▾  
133  
00:02:17 ▶▶

**Stefan Frei** ▾  
135  
00:00:12

Hang up consultation call Transfer ▾

Enter note...

3

Conference [131] [minimize] [maximize] [close]

**Conference**  
3 participant  
00:00:01

**Nadine Neumann** ▾  
133

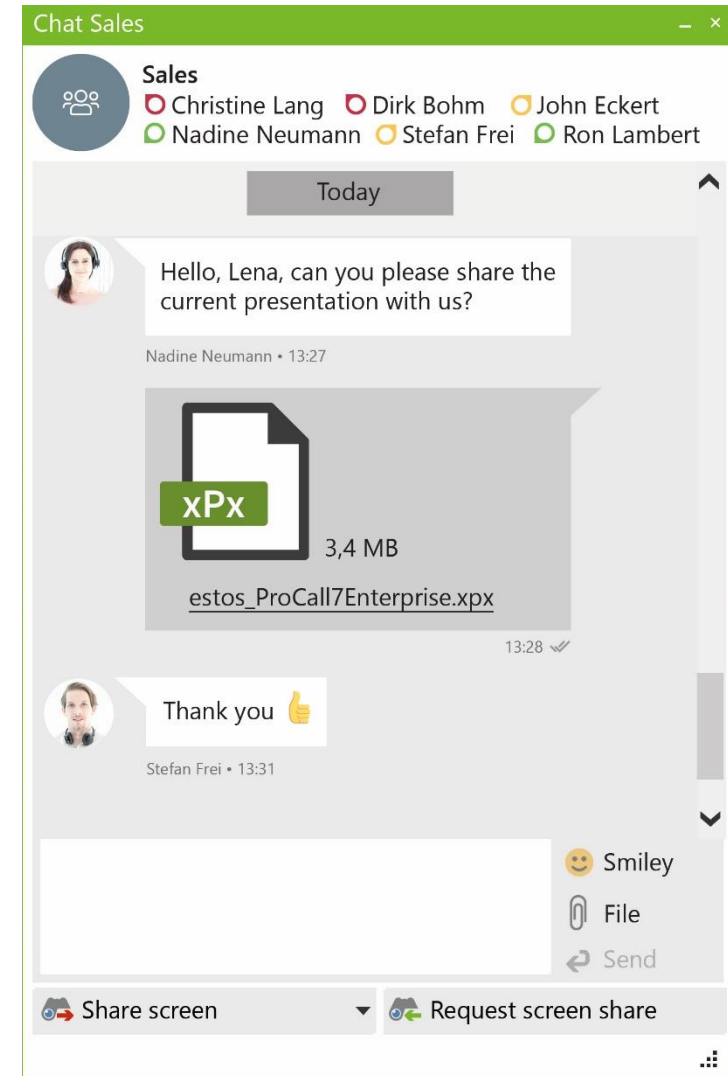
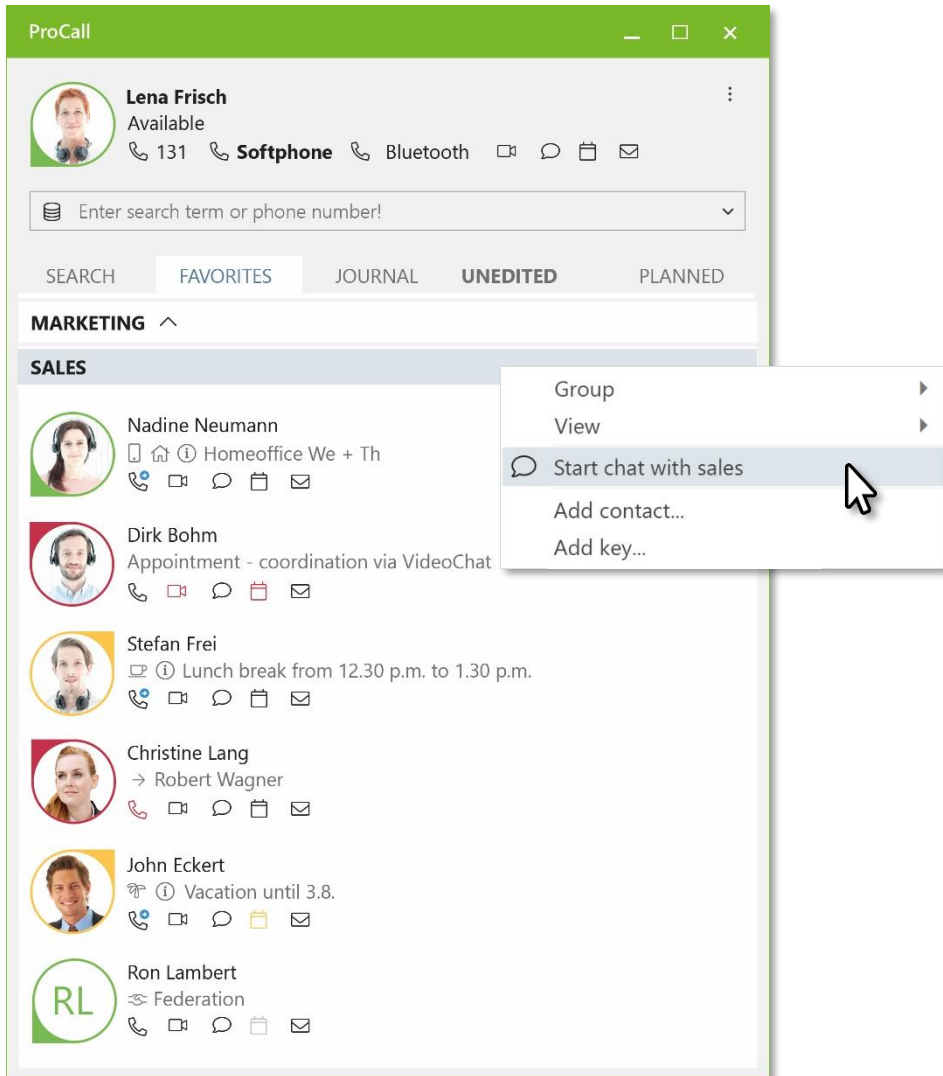
**Stefan Frei** ▾  
135

Hang up ▾

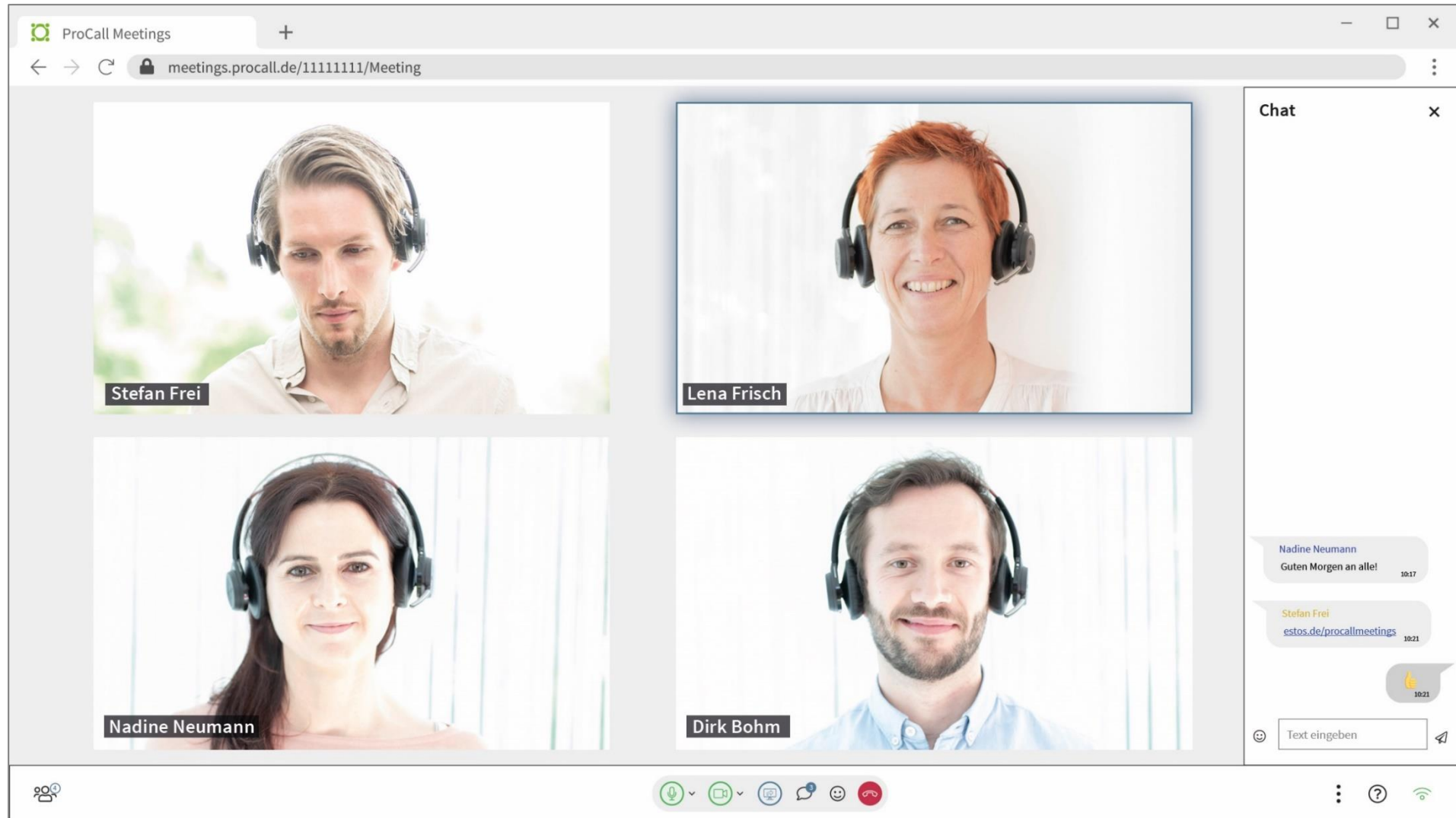
Enter note...

- Conference
- Dial DTMF tones
- Microphone off
- My audio/video devices ▾

# Group chat: Quick consultation in small teams



# Optional: Video conference with ProCall Meetings



# 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 ▾					
	! <b>Christine Lang</b>	<b>christine.lang@ucsoftware.de</b>	<b>Dirk Bohm</b>	-	<b>16:05</b>
	← 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






**Contributes to  
superior customer service**

# Personal customer approach






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

Incomming call [133] → - x

 **Robert Wagner** ▾  
+49 (40) 38145157

**Media AG**  
Finkenau 159  
20097 Hamburg

 Accept  Reject

 Open CRM Contact

Enter note...

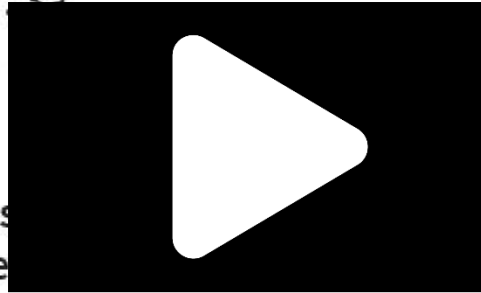
Incomming Call



**Robert Wagner**  
+49 8151 36856 133

**Maier Mobile GmbH**  
Petersbrunnerstr. 3a  
82319 Starnberg  
Germany

Position: **Purchas**  
Customer typ: **Re**  
Industry: **Automotiv**  
Open opportunities: **55.000€**  
Open transactions: **7**  
Status: **Activ**



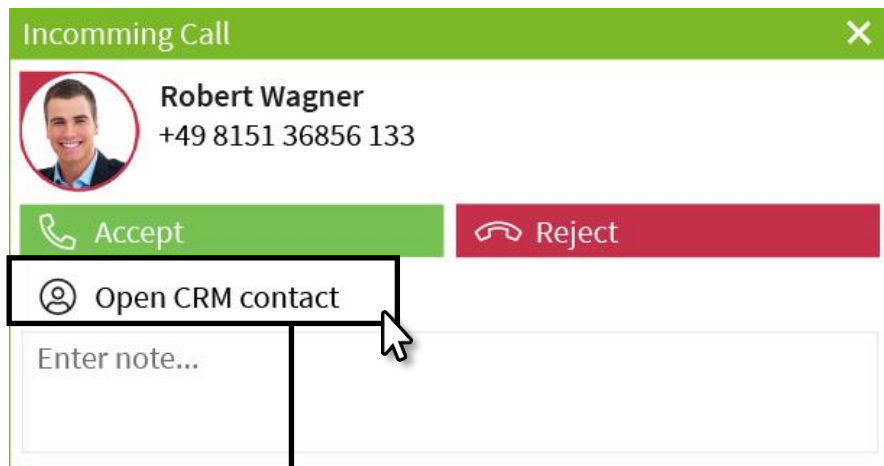
YouTube

Accept

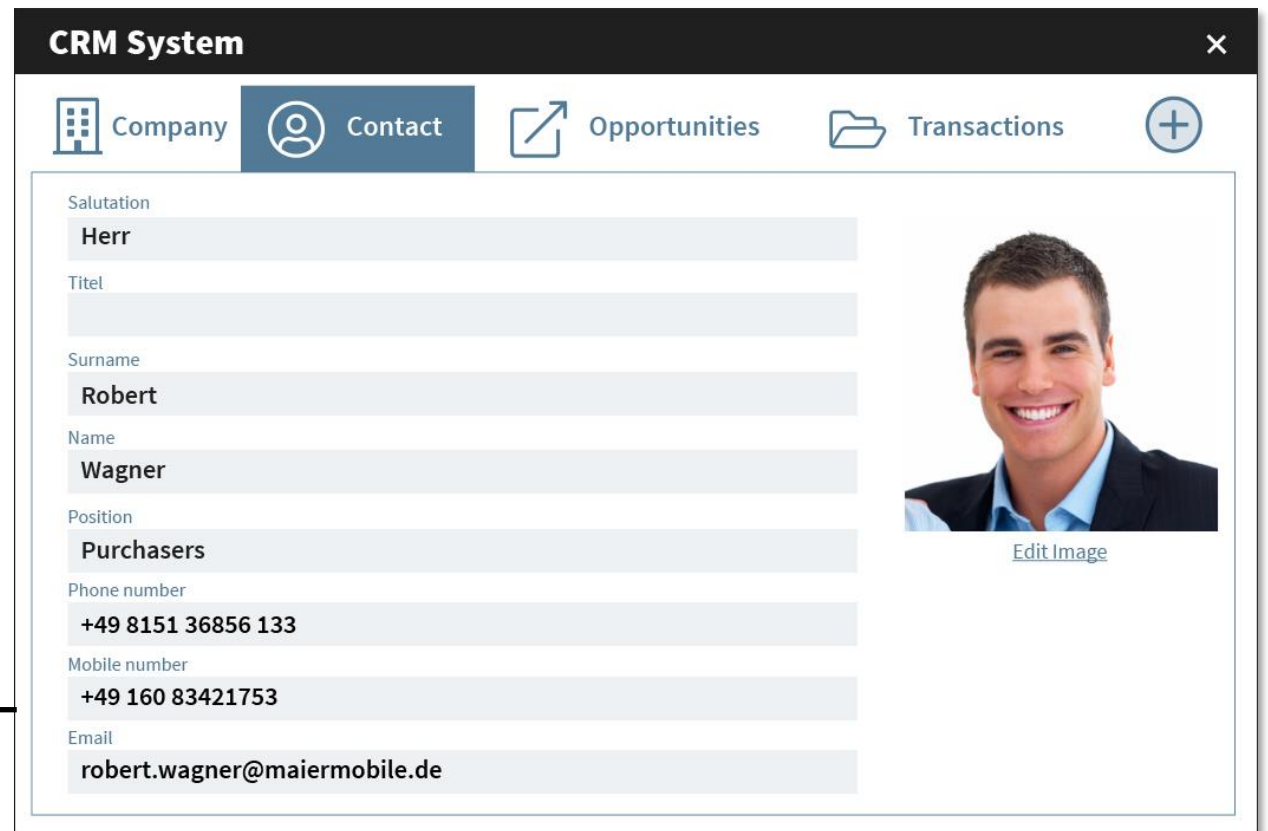
Reject

Enter note...

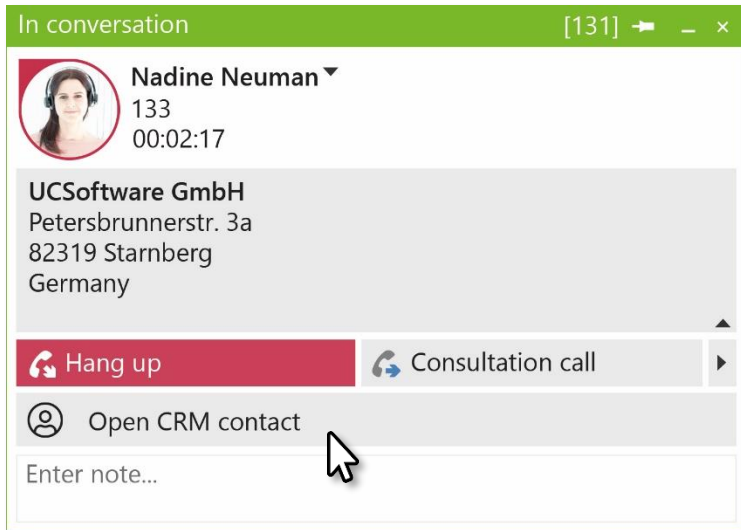
# Integration of common CRM, ERP and industry solutions



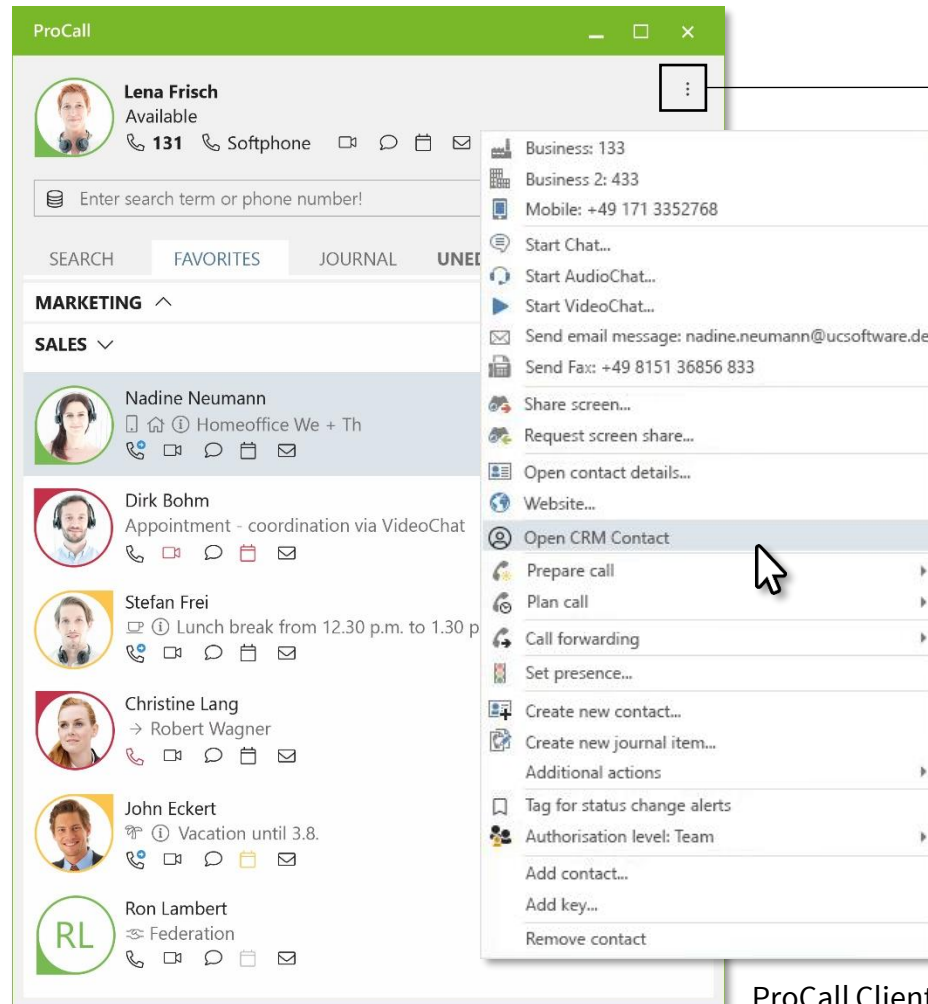
 **Open CRM contact**



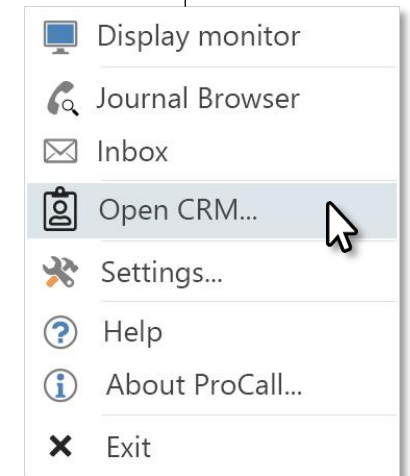
# Call window or menu integration in ProCall



Call window  
Telephony

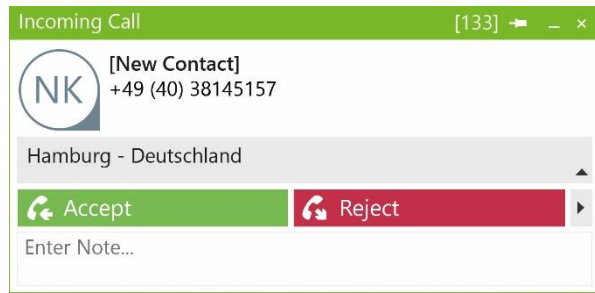


ProCall Client with  
context menu



Main menu

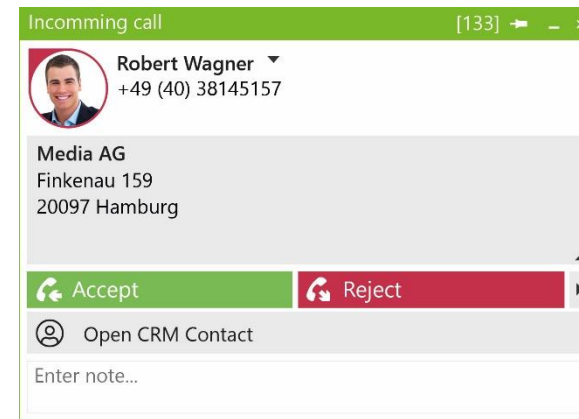
# Integration options according to customer needs



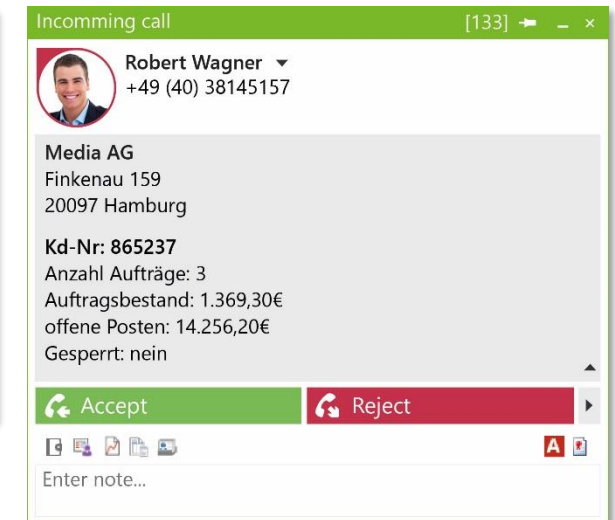
Without MetaDirectory



Contact data integration  
via MetaDirectory



Simple  
business process integration  
with ProCall Enterprise

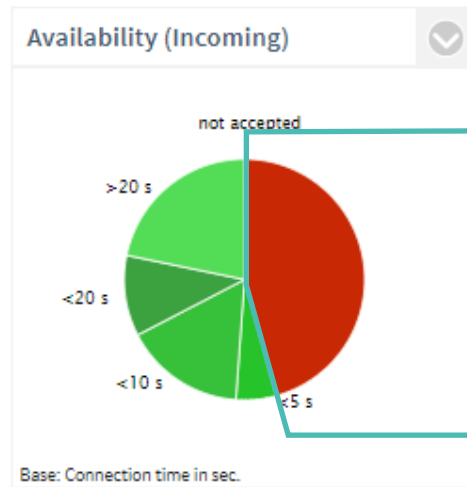
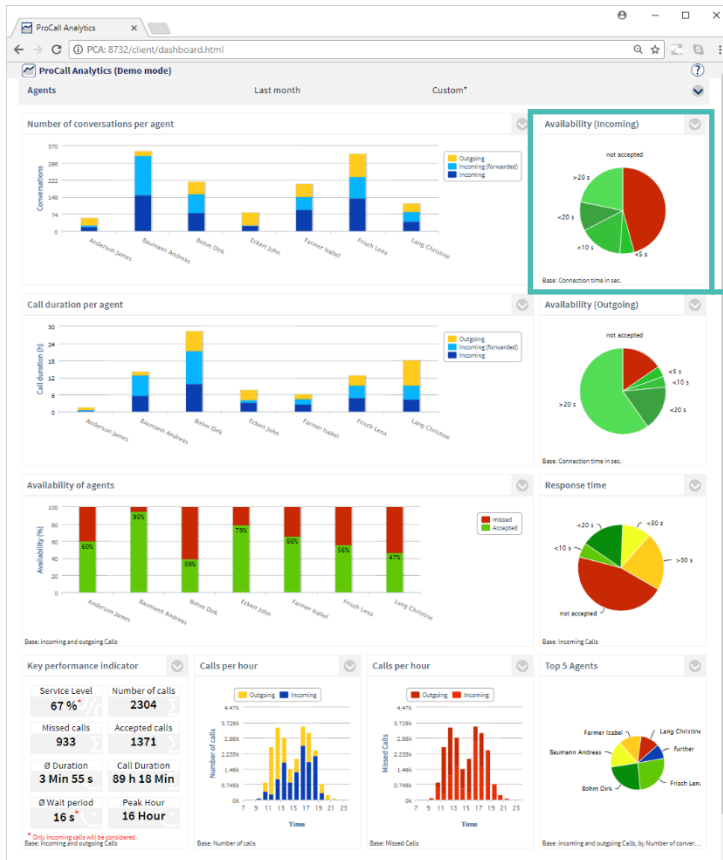


Complex  
business process integration  
as a service

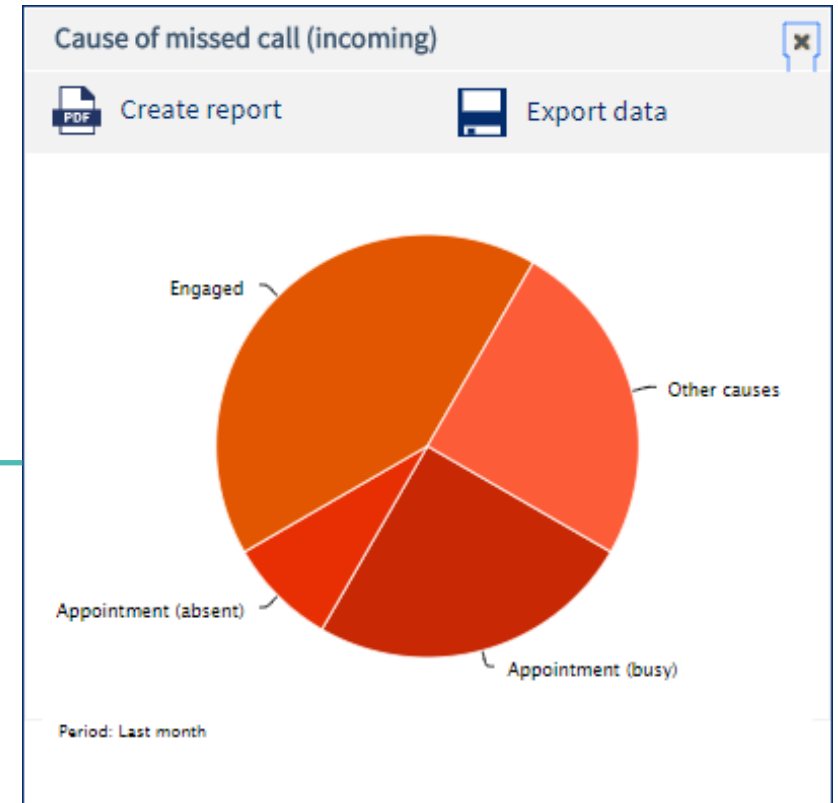
# ProCall Analytics: Improve availability and service quality



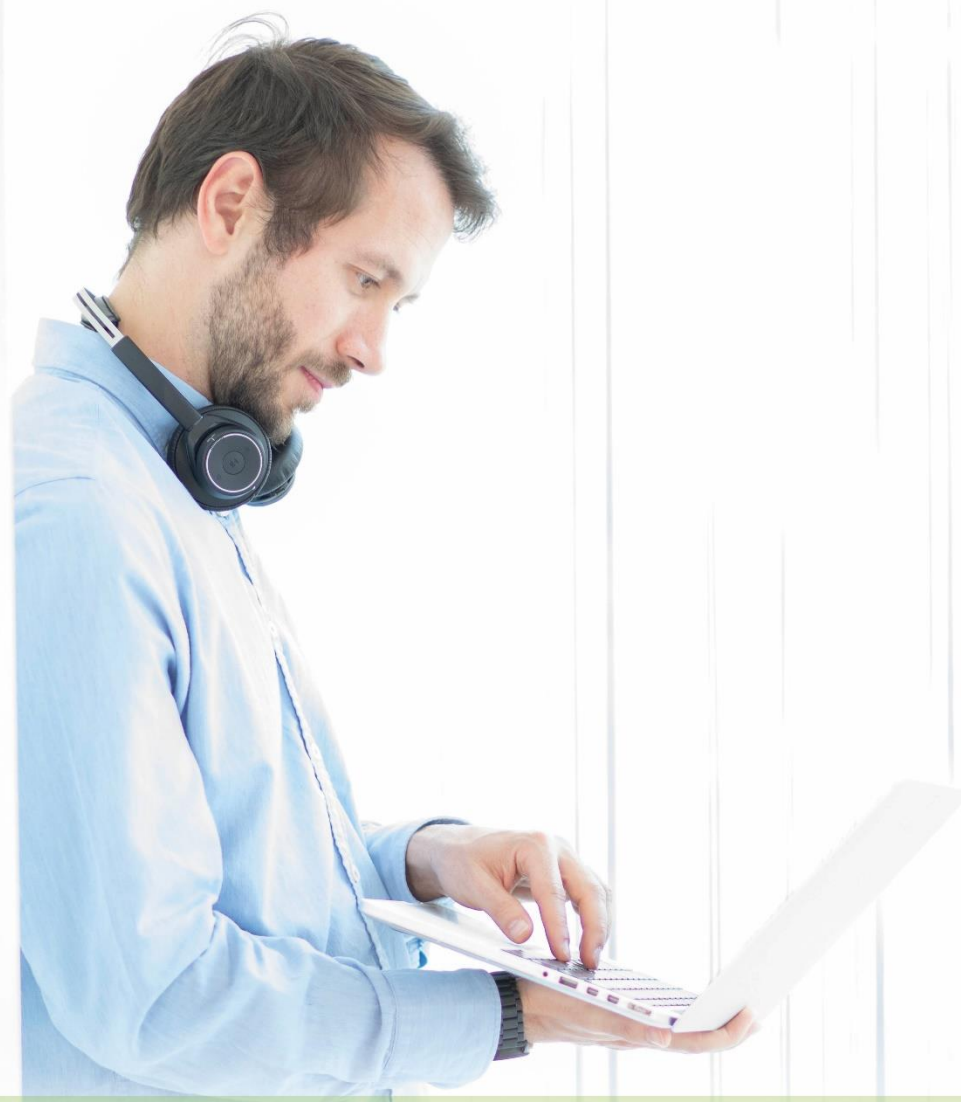
## Drill down function



Unaccepted connections



Detailed information about the unaccepted connections



**makes operation and  
administration simple**



# Installation & configuration



**Easy to install**

## **Microsoft Active Directory connection**

- Users and groups
- Group policies (templates)
- Snap-in

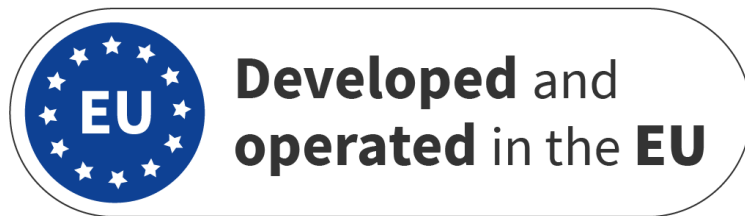
## **Administrative configuration**

- Favorites and monitor contents
- Search settings
- Profiles for client configuration

## **Software distribution**

- Integrated software distribution
- Automatic client update
- Rollout via third-party tools (MSI)

# Everything under control with security



## Authorization system

- Predefined permission levels
- Challenge-response
- Central configuration  
(Server, Groups, Users)

## System monitoring

- UCServer monitor
- Monitoring of specific characteristics via perfmon
- Sending error messages

## GDPR and works council-compliant deployment

# Always up-to-date!

General information about the product



[estos.com/products/procall/procall-clients](https://estos.com/products/procall/procall-clients)

estos partner portal and shop

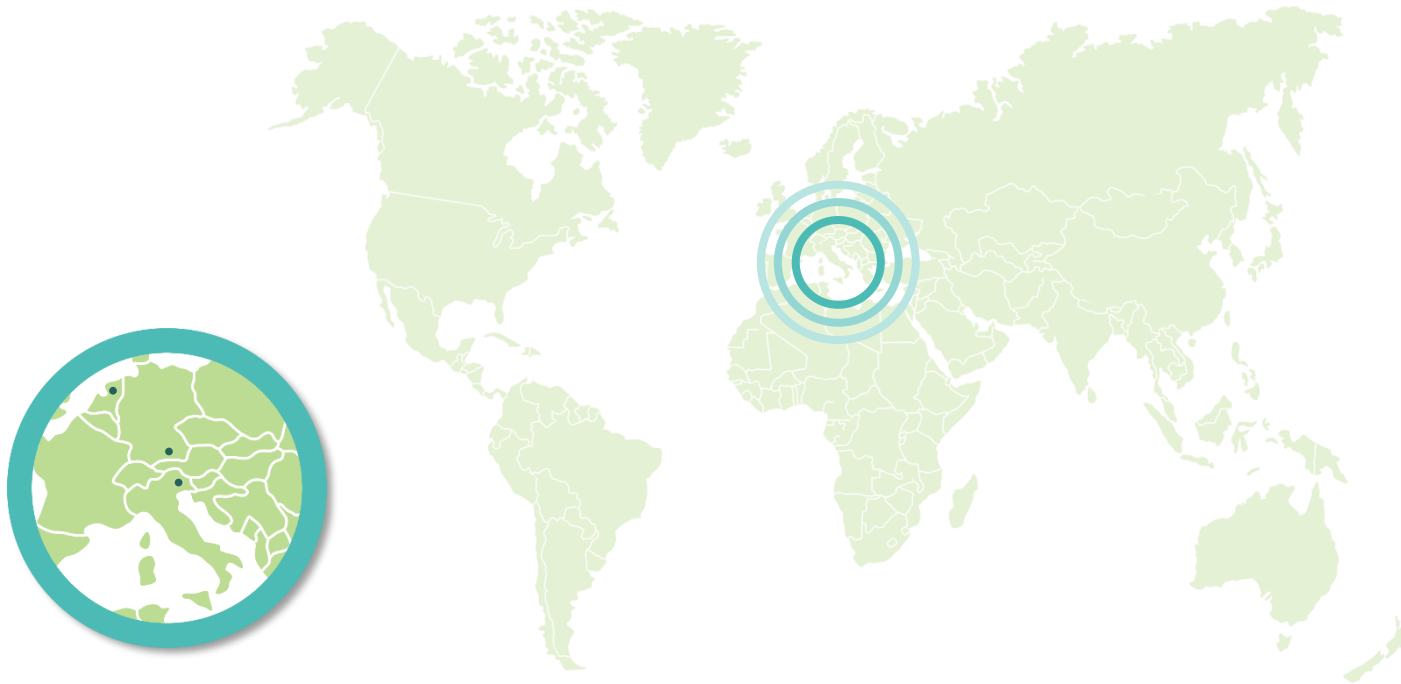


[my.estos.de](https://my.estos.de)

Technical Information



[support.estos.de/en](https://support.estos.de/en)



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