We will inform you in the next **60 minutes** about the new innovations on the topic of **unified communications with estos**.

We will concentrate on the latest version of the **Unified Communications & CTI Software Suite ProCall 6 Enterprise**, as well as the middleware series **ECSTA**. With this the telephone system can be connected to the PC.

In addition, we will also introduce the **hybrid cloud building blocks.** estos only added these to its portfolio in 2017. They enable companies to put certain functions of ProCall Enterprise, such as communications across the company's website, much more easily.

We will also provide you, if appropriate, the context of possible marketing approaches in some places, so that you can communicate directly with your customers.

Computer Telephony Integration (CTI)

Since 1997

Unified Messaging (UMS)

Since 1994

First, briefly some **information about estos**, for those who do not know the company.

estos GmbH is an **independent software producer**, and has existed **since 1997**, becoming a major player in the field of CTI. Today, the company develops professional **unified communications software** and offers a broad portfolio of products. With the products offered, small and medium-sized companies, as well as international corporations are improving their communication and collaboration internally and across company boundaries with partners, suppliers and customers.

In **2016**, estos acquired the company **serVonic**, with whom they had a close co-operation for years. That is why estos can now cover the topic of **unified messaging**, i.e. software for fax, voice and SMS, optimally in-house, since serVonic has been active in this area **since 1994**. Companies that choose estos do not only opt for long-term know-how, but also for a development location in Germany, i.e. for software "Made in Germany", which is secure and oriented for the future..
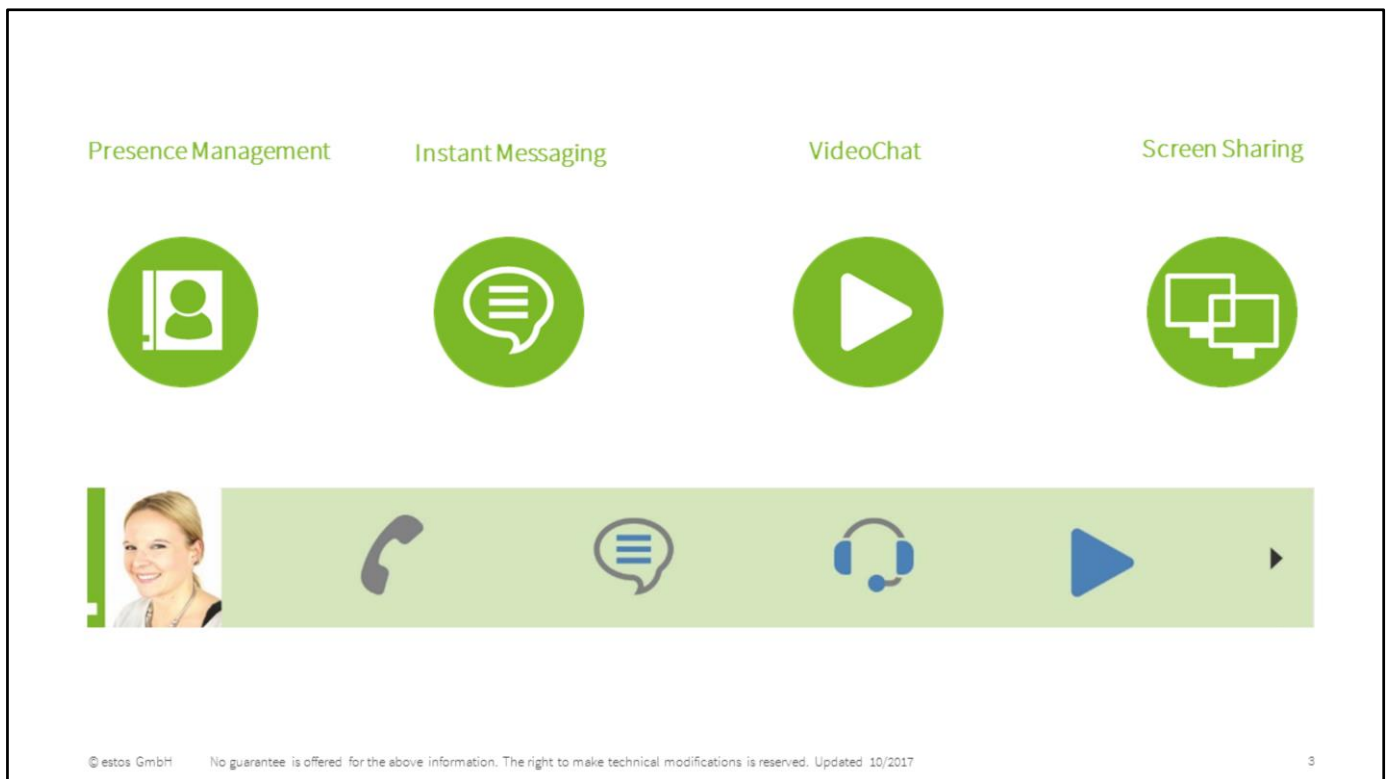
Here you can see the so called "Quick Launch toolbar". If you select a contact from favorites with the mouse, this short menu will open automatically.

You can see the respective availability by the color of the contact on the left of the picture – in this case green. This is identified by estos as **presence management**. You have the option to perform an action for the controlled contact.

Depending on the order displayed, you can directly call the contact, send a **text chat (instant messaging)**, start an audio chat or a **video chat**.

If you want to share your screen, you can use the **screen sharing** option. This allows you to work with documents together.

ProCall Enterprise allows you to choose the appropriate communication channel for the respective situation.

Business Process Integration (CEBP)
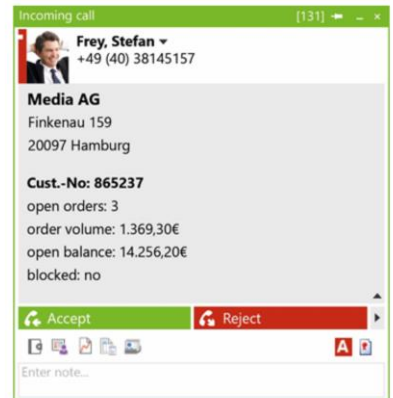
An interesting and often underestimated opportunity for companies is the topic of **business process integration**. But what lies behind this term?

It is about **linking a communication solution with CRM, ERP or special industry programs** already being used by the customer. Instead of bringing another solution "in-house" with the communication solution, the leading application, such as an SAP or DATEV pro, is linked to the communication application.

What are the advantages of this? An employee sees, for example, directly at the start of the call, who the caller is and already has additional valuable information that might be relevant to the call. There are different stages of business process integration. In the left screenshot you see the so-called "entry option", if only an address book, for example, the Telephone Book Germany. On the right, you can see how comprehensive business-process integration can look. An employee can see important information relevant to the conversation and can initiate further action with just one click. For example, the employee can decide to make a new order immediately at the request of the customer.

Federation

Federation offers an opportunity for companies to network with their partners, suppliers and customers, beyond their own company's boundaries.

Federation is a **modern internet networking concept** for organizations **based on open standards** and **secure protocols**. Within the framework of a "trusted network" in a federation, employees of "friendly" companies can then exchange relevant data easily. The decision as to which information to share with the other company can be made on an individual basis. Through federation, companies have the advantage that they can see **presence information** easily and, if necessary, can quickly exchange **text chats**.

Three other essential advantages are offered by the estos software: **MultiVendor, MultiSite and MultiDevice.**

Through **MultiVendor** technology, lines of different communication systems – either the same or different types – can be used in one application. Thus, a company can maintain its own various telephone systems. The telephone systems are connected to one and the same UCServer via the professional CTI & TAPI middleware, ECSTA.

MultiSite technology allows multiple sites to be linked to the same UCServer, so presence and contact information can be viewed across different company locations. In this way, employees working at various sites are better informed about the availability of other colleagues.

MultiDevice means, ProCall Enterprise can be platform and device-independent, and also provides native clients for macOS, iOS and Android. ProCall Enterprise takes account of the demands of today's mobile workers. Users can utilize ProCall Enterprise at a classic PC workstation as well as on a mobile via the app.

Integration with Bluetooth

***NEW

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

The most important new innovation at ProCall 6 Enterprise is the **softphone functionality**.

Users can decide whether they want to use a normal "classic" telephone or a headset directly from the PC. ProCall Enterprise contains two lines. The customer has the choice. Either, two SIP lines, a SIP line and a classic, or two classic telephone lines – if they want to do without the softphone function.

Currently the softphone functionality has already been tested on a number of PBX telephone systems, such as OpenScape Business, Mitel MiVoice400, Mitel MX-ONE, Panasonic KX-NS and the Panasonic NSX series. Further PBX systems are currently being tested. An overview of the successfully tested telephone systems can be found in the latest release notes.

Contact Portal/Multimedia Business Card

***NEW

In addition to the softphone functionality of ProCall 6 Enterprise, the **contact portal** and **multimedia business card** components are also new. What does this mean? With ProCall Enterprise, companies get the technical principles to offer **real-time communication through their company website** for prospective clients and customers.

With the contact portal, for example, companies can make selected employees visible and available from "outside". In the case of a bank, it would therefore be conceivable to make consultants' availability known with presence management and visible via the contact portal of their own website. Therefore, a customer can reach his personal advisor easily via text, audio or audio/video chat.

The multimedia business card works similarly. Every employee with a multimedia business card can insert it as a link directly into an e-mail. Thus, appointments between the consultant and the customer can be made comparatively easy. The multimedia business card works like a website. In addition to the image of the contact person, his presence, as well as the different contact options are listed. Both options – contact portal and multimedia business cards – offer companies in all industries a comparatively simple way to allow visitors to their website a direct, uncomplicated means of contact.

Therefore, the website changes from a pure information medium to a platform for communication and interaction.
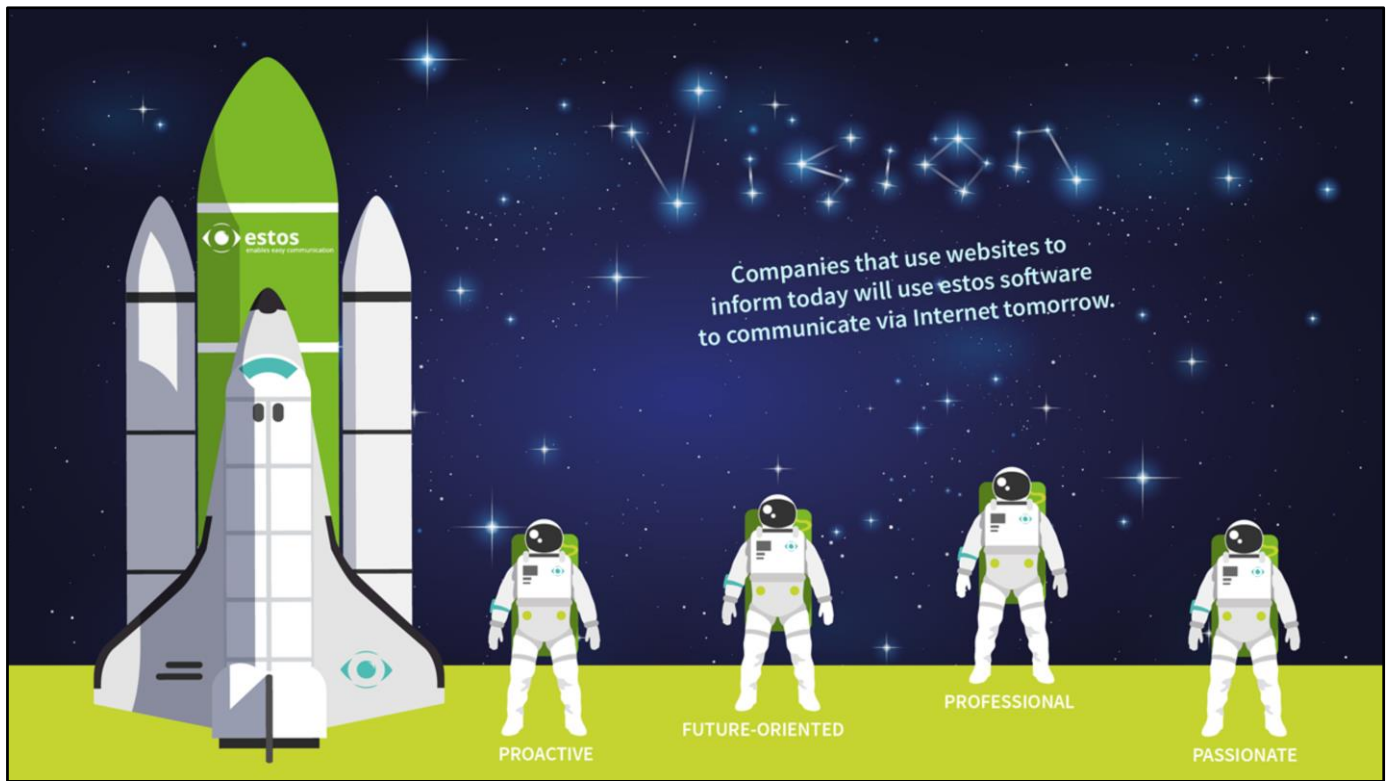
What is the importance of **real-time communication via the internet** for estos?

Because estos is convinced that companies that are still using their websites today only to inform, will use them tomorrow to communicate. With partners, suppliers and customers. Via audio/video.

With the estos values, which determine the actions of the employees and the company – **proactive, professional, passionate** and **future-oriented** – estos strives to enable companies to implement this vision in a simple and uncomplicated way. That is why estos relies on open standards and secure protocols and develops software that can be easily integrated into existing IT infrastructures.

ProCall 6 Enterprise
Unified Communications & CTI Software Suite

So now we come to the most important innovations around **ProCall 6 Enterprise**, the Unified Communications & CTI Software Suite.

With ProCall Enterprise, companies are able to improve their communication and collaboration internally as well as externally. Thereby, UC stands for Unified Communication, which means that the originally separate communication worlds of PC and telephone now flow together in a single application. This makes communication-intensive processes easier for companies. Employees' daily work steps are simplified, for example, by eliminating the manual inputting of telephone numbers. Therefore, sources of error are simultaneously minimized.

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What is new in ProCall 6 Enterprise?

- + Contact portal and multimedia business card for websites
- + Selected softphone functions (for PBXs with SIP TN interface connection)
  - • For the Microsoft Windows client as well as Android and iOS Smartphone apps
- + Agent functions for selected PBXs
  - • Call groups with login/postprocessing
- + G Suite Integration (formerly Google Apps for Work)
  - • Contact and calender integration
- + ixi-UMS Business/Enterprise support (FAX/UMS)
- + Microsoft Windows Server 2016 , SQL Server 2016 support
- + Plantronics Hub Headset support

The major innovations in ProCall 6 Enterprise include:
(1) The **contact portal and multimedia business card** for websites.
(2) Softphone functions for selected PBXs as an SIP subscriber connection.
(3) The softphone functions are available in the Windows desktop client and smartphone apps. The Mac client has not integrated any softphone functions, and will not in the foreseeable future.
(4) With the **agent function**, users can log into the call group of selected PBXs or switch to "post processing" (call wrap-up). The equipment is installed in the PBX. We currently support the Panasonic NS-NS(X) PBX telephone systems.
(5) Also new, is the support of **contact data and calendar from Google G Suite**.
(6) ixi-UMS Business/Enterprise can be **optionally** integrated into ProCall Enterprise. Integration takes place via the Custom tab in the ProCall Windows desktop client. Of course, you can also integrate any other UMS solution of your choice with ProCall Enterprise.

What has been improved?

- ↑ Smartphone Apps for Android and iPhone completely redesigned
- ↑ macOS Client (Public Beta)[1] completely redesigned incl. macOS Sierra support
- ↑ Voice via Bluetooth connection to the mobile phone
- ↑ Group chat, send/receive confirmation, new emoticons
- ↑ Sorting the communication journal according to people
- ↑ UCServer as a 64-bit server application

[1] "Public Beta" means that selected functions already work very well.
The software is available for **new** installations (no upgrade from older versions)

ProCall 6 Enterprise has also implemented further improvements:
(1) The smartphone apps have been completely redesigned and are available for **installation under the new name "ProCall6 Mobile"** in the Apple iTunes App Store and Google Play Store. The requirements have been revised. Changes to the system architecture have also significantly improved the reliability and response speed of the apps.
(2) The **Mac client has also been completely revised**. Here, too, the technology was put on a new basis.
(3) A **Bluetooth link** between a mobile phone and the Windows workstation has been enhanced by **audio support**, i.e. for telephone calls which are routed via the GSM mobile phone, a USB headset connected to the Windows workstation can be used. The CTI control of the mobile phone and the integration of particular telephone books remain.
(4) The **chat function has now gained send and receive confirmation** in the form of checkmarks. The chat can now also be extended for additional participants. The visual look has been updated.
(5) The **telephone and chat journal** can now be separated between chronological (default) and user-centered sorting. User-centered sorting improves productivity by making the journal clearer.
(6) The UCS server from ProCall 6 Enterprise is now only available in a 64-bit version, since support for all Microsoft 32-bit operating systems has been discontinued.

What is no longer supported?

- ≠ SPEXBOX from SPEECH EXPERTS removed (FAX)
- ≠ Tobit David removed
- ≠ Call planning in apps removed
- ≠ iPad variant/functions discontinued

We have also removed features from ProCall 6 Enterprise, which were available in earlier versions. These are:
(1) Integration of the SPEXBOX fax solution from SPEECH EXPERTS has been removed.
(2) Tobit David support is no longer available.
(3) Call scheduling was removed in the apps.
(4) In addition, the iPad variant was replaced by the iPhone variant, which now automatically adapts to the device size.

System requirements (5-2500 users per location)

Server Services
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 Service Pack 1

Windows PC Workstations
- Windows 10
- Windows 8.1
- Windows 7 Service Pack 1

Mac Desktop
- macOS Sierra 10.12
- macOS El Capitan 10.11

Smartphone App
- iOS 10 - 9
- Android 7 - 4.1

*) May differ in the current product version. Please always read the release notes for the product version.

New for ProCall6 Enterprise is the Windows Server 2016 support.

For more details on supported systems, see the product release notes.

System requirements: Recommendation for system expansion

Server
Active Users: 50
CPU: 4 cores @3GHz
Free Memory: 2 GB
Freier Hard Disk Space: 1 GB
Network: 1 Gbit/s

Windows PC Workstation
CPU: 2 cores, 2 GHz
Free Memory: 150 MB
Free Disk Space: 500 MB
Network: 100 Mbit/s

These **system requirement** recommendations are for installations where **50 users are active** at the same time. For example, if they are conducting telephone conversations, using audio/video chats or searching for contact information sources, the installation can then be larger.

The installation itself can therefore be larger.

Price RRP/MSRP (gross)

Unified Communications Suite with audio/video, CTI, presence management, instant messaging, federation, Mac and Mobility for integration with existing applications		
1305070050	5 users	€ 839,00
1305070100	10 users	€ 1.489,00
1305070250	25 users	€ 3.229,00
1305070500	50 users	€ 5.599,00
1305070750	75 users	€ 7.839,00
1305071000	100 users	€ 9.789,00
Article number	Incl. License to control double number of lines and devices	RRP (gross)

Upgrade to ProCall 6 Enterprise from 5		
Unified Communications Suite with audio/video, CTI, presence management, instant messaging, federation, Mac and Mobility for integration with existing applications		
1320070050	5 users	€ 562,13
1320070100	10 users	€ 997,63
1320070250	25 users	€ 2.163,43
1320070500	50 users	€ 3.751,33
1320070750	75 users	€ 5.252,13
1320071000	100 users	€ 6.558,63
Article number	Incl. License to control double number of lines and devices	RRP (gross)

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Here you will find an overview of the **list prices including VAT** as you would find in the **estos shop**.

Licensing will be made by named users who will use ProCall 6 Enterprise.
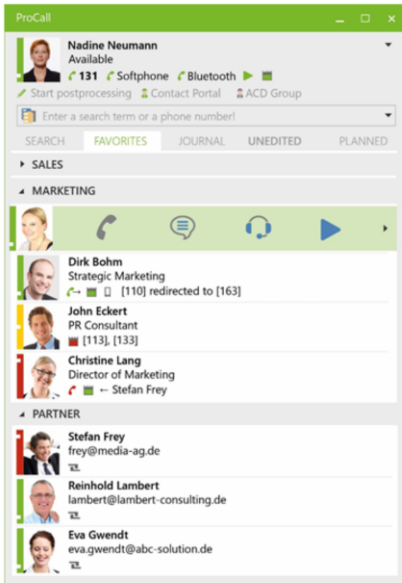Simply combine two article numbers when, for example, 15 users: 1305070050 + 1305070100.

ProCall 6 Enterprise
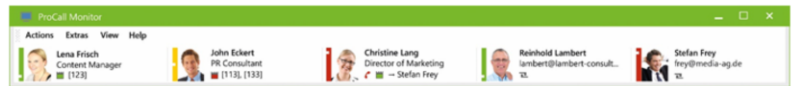Native Client for Microsoft Windows

Most companies use the **Windows client** for ProCall 6 Enterprise.
This provides numerous functions and possibilities, which will be illuminated in more detail.

ProCall Enterprise – Client and Monitor

What does the user see in his client?
First you will see the **ProCall Client** in the left screenshot, using the example of Nadine Neumann. This contains different tabs.

In this view the **ProCall Favorites** tab is selected. The **groups** are sorted by department.

An additional display option is the **ProCall Monitor**, which you see on the right. It can be pinned to any position on the PC screen and always shows the availability of contacts at a glance. The monitor can be set up in addition to the client.

Connection of Telephony– CTI , SIP and Bluetooth
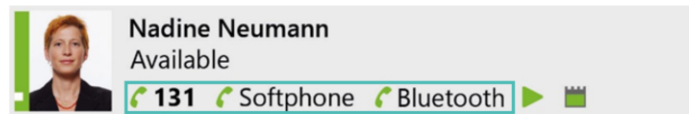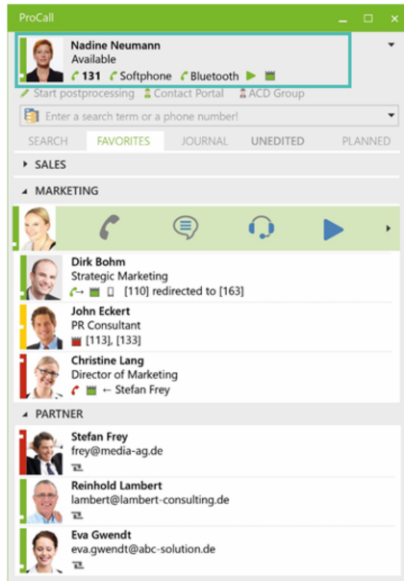
In the "My Presence" field, you can see under the name and profile photo of Nadine Neumann that two lines are active:

In addition to the classical **CTI line (here 131)**, a **softphone line** is also active.

The user has the **choice: Two SIP lines**, **one SIP line and one classic line** or **two classic telephone lines**, if he wants to do without the softphone function completely.

In addition, Nadine Neumann has **connected her smartphone (here: Bluetooth)**.

Selected SIP softphone functions

Current:

- Call
- End/Close
- Reject
- Dial DTMF

Planned softphone functionality:[*]

- Hold
- Consultation
- Forward
- Toggle
- Conference with three participants
- Set/change forwarding

[*] On demand. List does not correspond to any order. No claim to completeness.

Here you can see **selected SIP softphone functions**.

You can see all functionalities which already work smoothly on the left under "Current". On the right, you will see the planned functionalities, which will also be supported in the future. Please note: Planned functionalities means that estos is still carrying out comprehensive tests.

Selected PBXs – SIP TN interface connection

Current :

- Unify OpenScape Business
- Mitel MiVoice 400, MX-ONE
- Panasonic KX-NS(X) Series

Planned:[*)]

- Alcatel OmniPCX Enterprise
- Unify OpenScape/HiPath 4000
- Avaya IPO
- Innovaphone
- Auerswald
- BroadSoft BroadWorks Cloud PBX

[*)] On demand. List does not correspond to any order. No claim to completeness.

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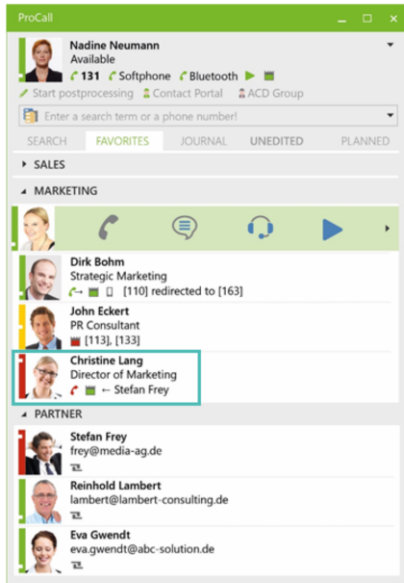

The same breakdown is shown here for **selected telephone systems**.

The connection is made in **SIP subscriber interface** (SIP TN).

On the left are those that have been successfully tested previously, and on the right all the telephone systems which are planned to be supported in the future, but are currently still in the test phase.

Connection of Telephony – Call Window
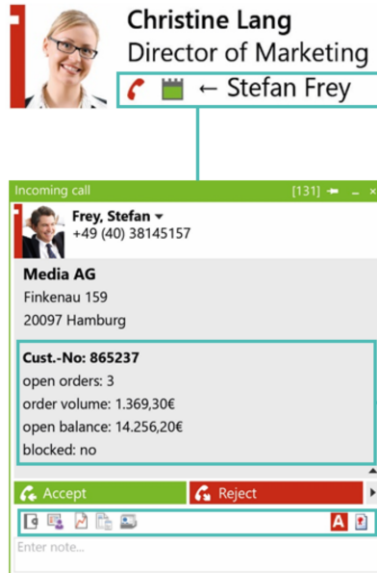
Call Window with Business Process Integration

Business Process Integration (CEBP)

Nadine Neumann has sorted her favorites by department.
It can be seen, for example, that the **contact Christine Lang** has a red presence. This is because she is currently **talking to Stefan Frey**.

Since **business process integration** is implemented here, Christine Lang does not only see the contact name. She also sees information about the company as well as current orders. She can use the displayed action items to perform another action – during the call. For example, activate an order.

Connection of Telephony – ProCall Mobile
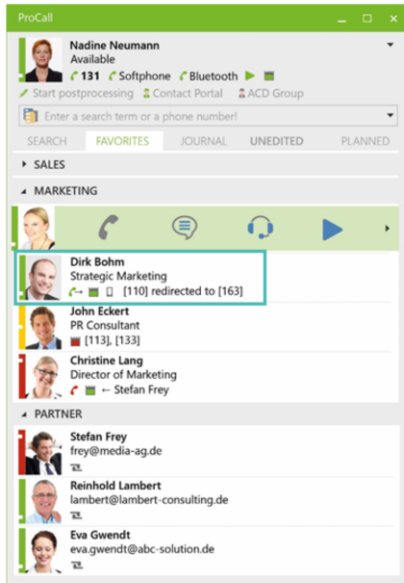
Dirk Bohm
Strategic Marketing
[110] redirected to [163]

Employee out of office – signed in on mobile
(App for iOS & Android)

Here we see that Nadine Neumann's colleague Dirk Bohm is signed in via the app. In this case, a small icon for a smartphone appears beside the calendar icon. We can assume that Mr. Bohm is on the road, but is still accessible.
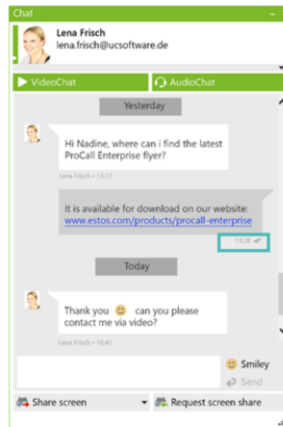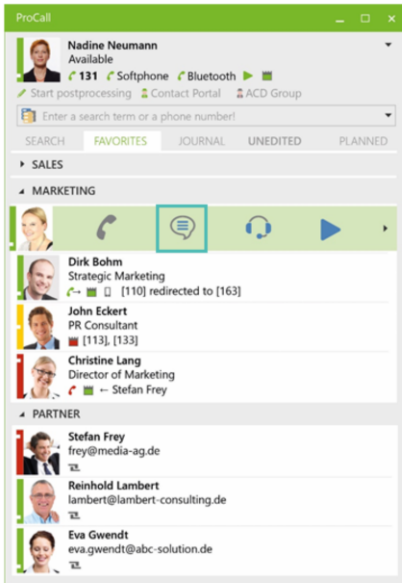
Federation
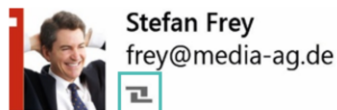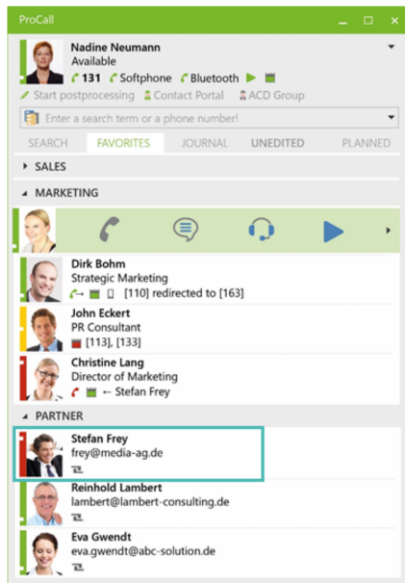
Contact via Federation

This example shows how the principle of federation works. For example, Nadine Neumann can see that Stefan Frey is currently employed by another company. Maybe she decides to send him a chat message and ask him to call her back.
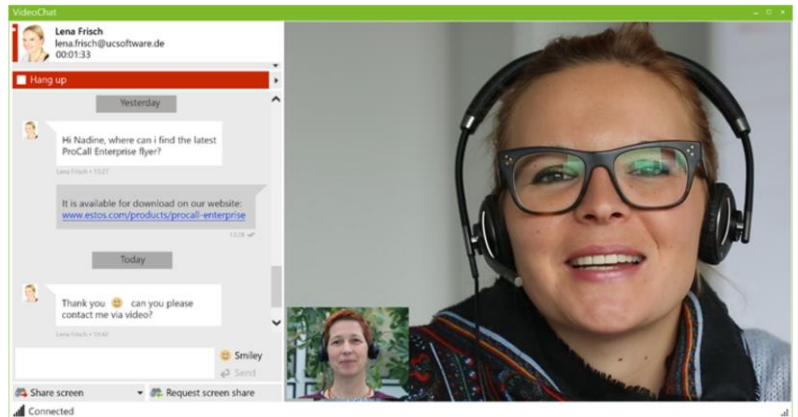
Chat (Instant Messaging)

Read Function

If you now send a **chat message** to Lena Frisch, she will immediately recognize the green double tick symbol if Lena Frisch has read the message.

The principle works similar to WhatsApp.
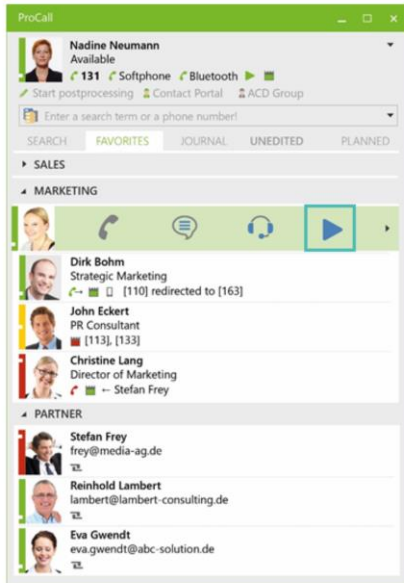
In this example, Nadine Neumann decided to conduct a VideoChat with Lena Frisch. An advantage is that you can communicate not only with words, but also with gestures and facial expressions. **Short written messages** can also be exchanged during the chat.

Screen Sharing
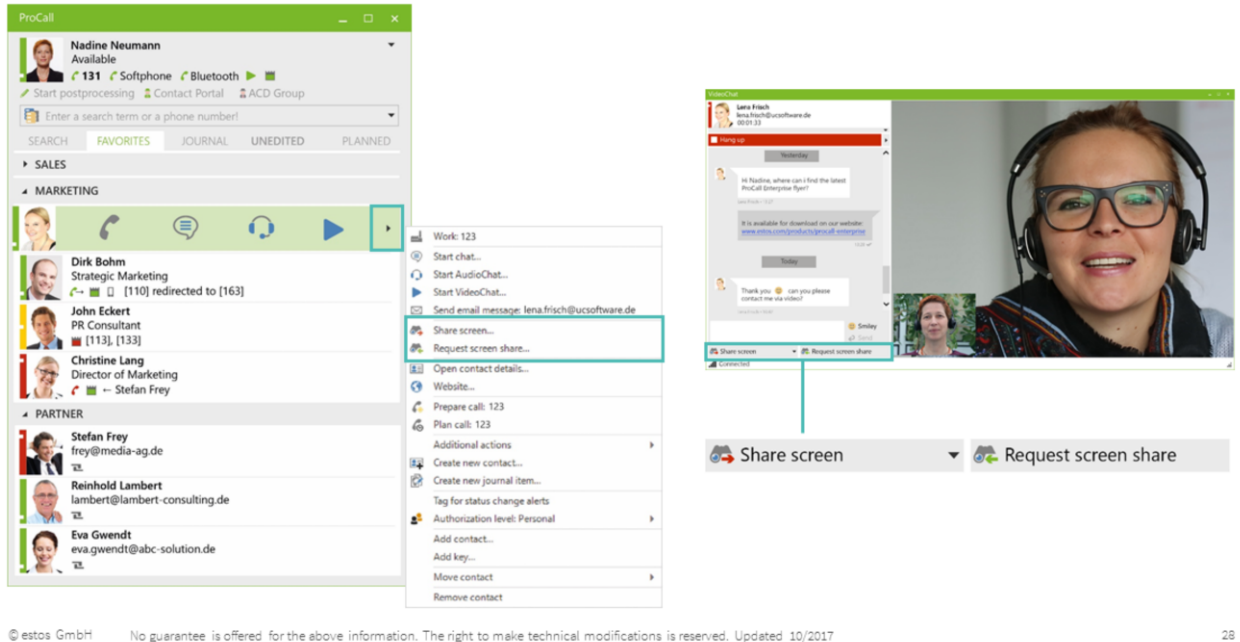
Via the possibility of screen sharing, both Nadine Neumann and Lena Frisch can **transfer their screens** to each other in order to view and work on documents together.

Contact Portal
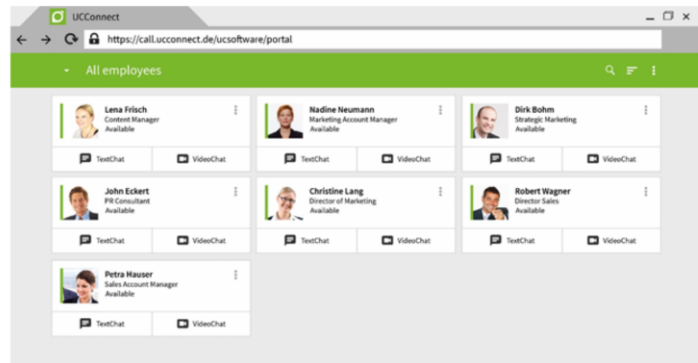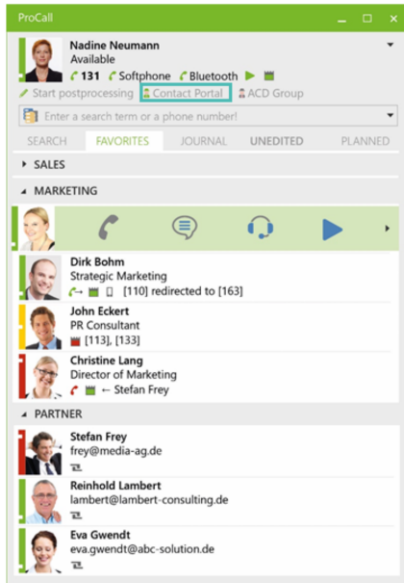
The **contact portal** is a new component of ProCall 6 Enterprise. A company can make selected employees visible and accessible "externally" on their website. **The example on the right** shows how the contact portal can look in a browser. It shows all available employees with their current presence status. The contact portal can be adapted to the corporate design of a company on request.

In the example on the left, you can recognize the equivalent external appearance via the contact portal. Here you can see the classic ProCall client from Nadine Neumann, who can also be reached via the contact portal. Above the profile of Nadine Neumann and below the telephone lines (131, softphone, Bluetooth) you can identify three more surfaces. They are: Start postprocessing (wrap-up), Contact Portal und ACD Group. This area is called the "agent control function bar".

Via a click on the turquoise-surrounded area, in this case the "contact portal", Nadine Neumann is registered in the contact portal. The name "contact portal" is not fixed, but can be renamed individually, e.g. in "Sparkassenberater online" or "Consultant website". If after a conversation (text, audio or video chat), Ms. Neumann still has asks to do, for example, to initiate a purchase order, it can proceed to postprocessing (wrap-up). This means that she is no longer accessible via the website until she completes the postprocessing. Via the entire area on the right – the ACD Group, users are logged in and out to their Panasonic phone system. Currently, this feature is available for the Panasonic NS series and the NSX series.

Multimedia Business Card
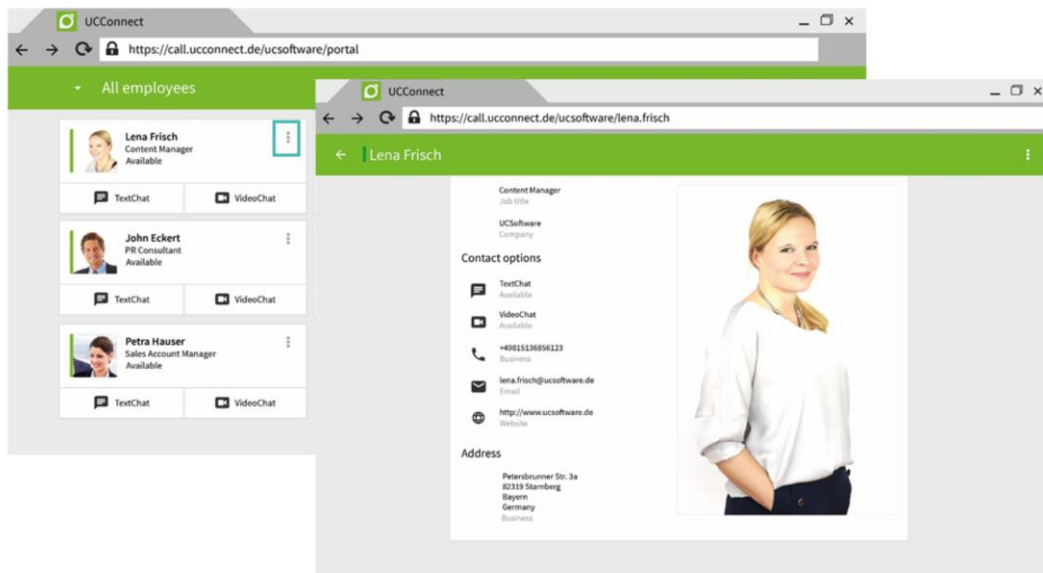
Also new in ProCall 6 Enterprise is the **multimedia business card**. It is an alternative to the classic business card and can easily be integrated into an existing e-mail footer. The multimedia business card shows a picture of the contact person and other important information such as contact possibilities or the company address. Also the presence status is represented beside the name – shown here for Lena Frisch as a bar. For example, via the multimedia business card, uncomplicated consultations in the form of an audio/video chat, can be agreed.

All you need to communicate over the Internet

Contact Portal   Multimedia Business Card   Website Widget

ProCall 6 Enterprise

LiveChat 2 (Preview)

With the contact portal or multimedia business card, ProCall 6 Enterprise offers **two ways to communicate over the internet.**
If a company also wants to offer the possibility to directly contact an employee, for example, on a specific product page of the website, then the product **LiveChat2** offers this as an alternative. A suitable contact person with availability and contact possibilities is displayed as a **widget** in the product page.

LiveChat2 is currently still in the test phase. If you know a company interested in the widget function or if you have any further questions, just contact us personally. The contact information can be found on the last slide of this presentation..
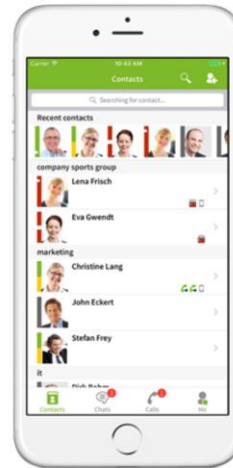
ProCall 6 Enterprise
Native Client for iOS & Android

The native client for iOS and Android has also been completely revised. Mobile employees always have access to relevant contact data,
even on the move.

New Native Apps for iOS & Android

- SIP softphone and CTI funtions

- Synchronized phone journal

- Search, name resolution and contact details
  e.g. from CRM/ERP or industry software

- Instant messaging and presence management,
  incl. federation

- Audio/video chat on WebRTC Basis

- Easy commissioning with ProCall Mobility
  Services (optional) (powered by UCConnect)

Download on the **App Store**

GET IT ON **Google play**

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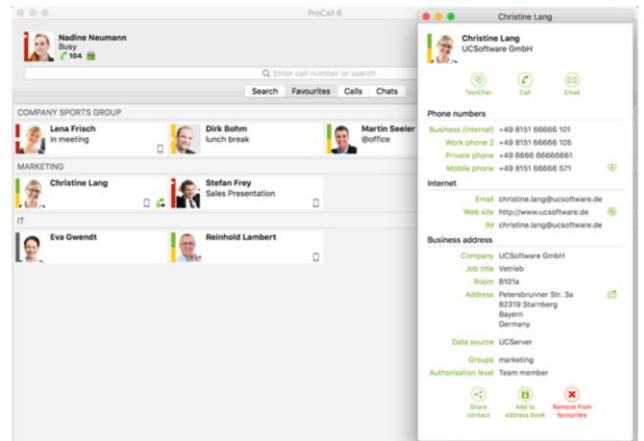
The following has changed:
(1) The new native smartphone app is called **ProCall6 Mobile** and can be installed from the Apple iTunes and Google Play Store.
(2) The extensions include the **softphone function (SIP)**, which can also be used in the smartphone app.
(3) Users are connected with the **smartphone app as a SIP/VoIP or CTI extension** to their telephone system.
(4) The **SIP/VoIP/CTI telephone journal extension** is also available on the app. The smartphone journal is not synchronized. This is technically inhibited on the smartphone platforms. If you wish, however, you can synchronize the mobile journal via the Bluetooth connection with your PC/laptop and the Windows desktop client. The principle is comparable to the hands-free system in a car.
(5) **Access to contact information sources** in the company also allows you to access the contact details from the outside, without having to synchronize/copy them to the smartphone.
(6) **Instant messaging** and **presence management also functions** across the company's borders **with customers and partners via federation**. This allows you to easily exchange text messages and presence information.
(7) An **audio/video chat** to ProCall Enterprise Clients is possible.
(8) To use the smartphone apps, you need to set up the company's IT infrastructure so that the apps can connect to the UCServer of ProCall Enterprise (HTTPS reverse proxy in the DMZ). If you do not want this or if you can not change the IT infrastructure, **ProCall Mobility Services** are offered as a hybrid cloud module. This significantly reduces any necessary changes to your IT infrastructure. Test it yourself! ProCall Mobility Services can be tested for free for a period of 45 days and with a shortened registration.

ProCall 6 Enterprise

Native Client for mac OS

The native client for mac OS has also been reworked.

Mac Client: Proven ProCall Features Redesigned

- Computer Telephony Integration (CTI)
- Instant messaging and presence management, incl. federation
- Integration of common CRM, ERP and industry software. Relevant information is immediately available for up-to-date contact data
- Search, name resolution for CTI calls and contact details, e.g. from CRM/ERP or groupware
- New UI in modern design and with improved usability
- Easy commissioning with ProCall Mobility Services (optional) (powered by UCConnect)

The following has changed:
(1) The main focus of the Mac client are **CTI functions**.
(2) You can also have **integration of contact data sources with the phone number** or **search**.
(3) Of course, you also have a **journal** and a **chat function**.
(4) In addition, the completely revised **user interface** is new.

ProCall Analytics
The Analysis Tool for ProCall Enterprise

ProCall Analytics is an add-on module that you can still purchase with ProCall Enterprise. It is aimed at companies that not only want to communicate better, but also want to use their communication data to identify potential for improvement.

ProCall Analytics represents your **communication data in clear dashboards**. On the basis of the data collected, you can make better and more informed decisions.

Minimal Configuration Effort

ProCall 6 Enterprise   ProCall Analytics 2

By **evaluating** your communication data, you receive **valid information** on questions such as:

- At what time is the call volume the highest?
- Which customers produce the highest telephone volume?
- At what times is the service level the least?
- Which projects absorb the most phone resources?
- What is the actual service level? (no perceived "gut feeling" but concrete numbers).

Responsive and Secure

Browser-based responsive application

Your personal data is protected

Because ProCall Analytics is a **browser-based, responsive application**, it can easily be used with most popular browsers and on almost any device. In addition, **personal data** is **protected** at all times due to a comprehensive authorization system. For example, evaluations on a group level can be carried out and restricted. ProCall Analytics can also be used in restrictive scenarios and meet the requirements of a works council.
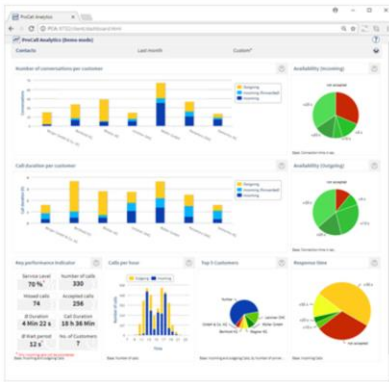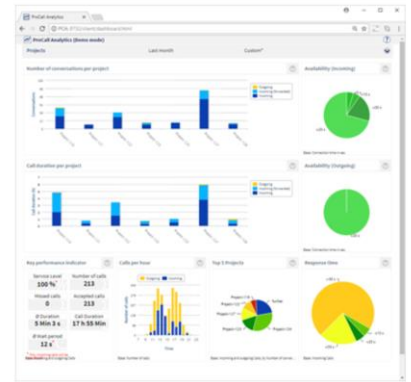
You can see how these dashboards look like here. The **left-hand dashboard** displays a view for the customer. How many calls were held with one customer? What was the average length of a call? All this information is displayed in different pie and bar graphs. **The dashboard in the middle** shows a view by employee. What is the availability of an employee? How long the duration of the call is and further information is shown here. **The right dashboard** shows a view by project. How many calls were made, e.g. for a project and how long they lasted?

The insights gained help a company to draw conclusions and to take measures.

Call Volume

Number of calls per customer
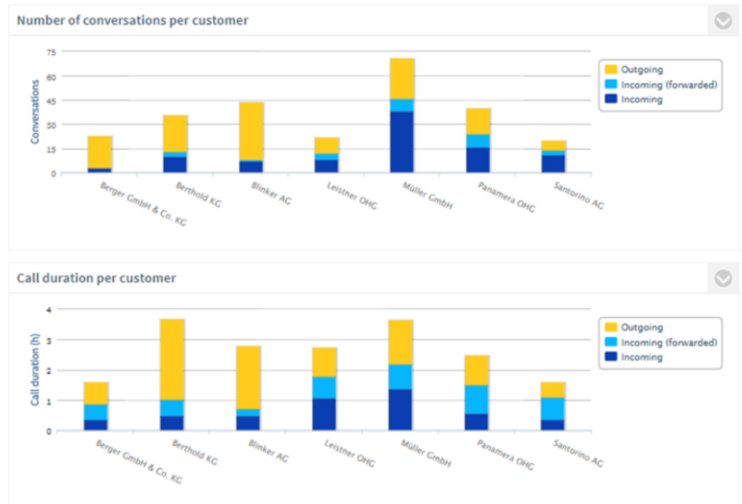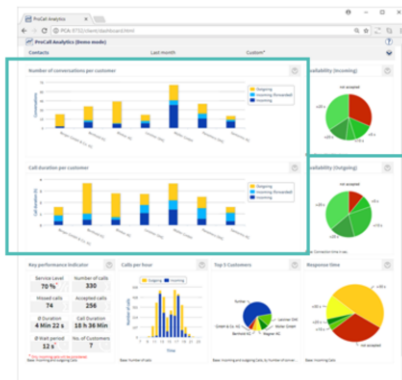
Call duration per customer

Let us now look more closely at individual evaluations:
The call volume clearly shows how many calls per customer have occurred, how many were outgoing, how many were initiated by the customer and whether they were answered directly or forwarded. The same is also evaluated for the call duration per customer.

Personnel Planning
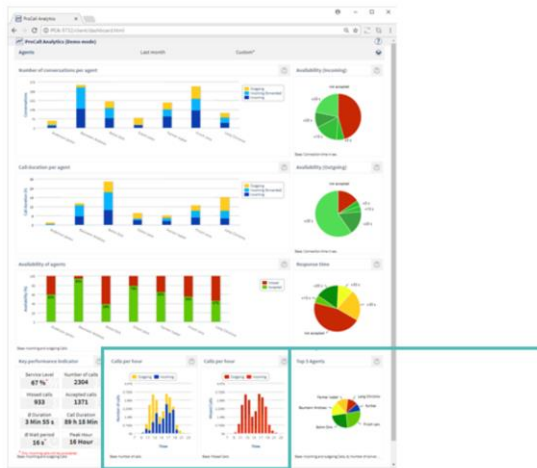
The information on how many incoming and outgoing calls per hour are managed extensively in the course of a day, and how many of them remain unanswered, is an important indicator of future planning for personnel. For example, if many telephone calls are missed at noon because the number of employees available is too small, then consider staggering times for lunch breaks, or scheduling part-time work so that the telephone is better covered over this period.

Service Level

Drill Down Function
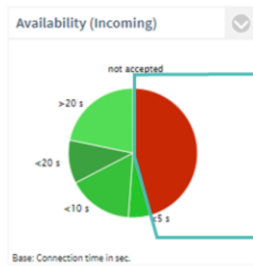
Unanswered connections
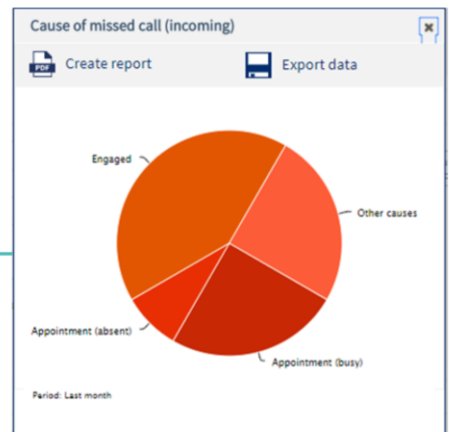
Detailed information about unanswered connections

The service level is the most important key figure for the telephone accessibility of a company. How many seconds did it take for a call to be accepted and how many of them were not accepted at all? The **drill down function** provides a company with detailed information about why the calls were not accepted. For example, was it because all employees were already on the phone or did most have other appointments and therefore could not answer the calls? Here, too, a company has a starting point for its future personnel planning.

Export Function

ProCall Analytics gives companies the ability to not only view reports and dashboards in the browser, but also to export them. Currently it is possible to export as PDF, CSV, XML or HTML files. The reports can be processed, e.g. for a management summary.

Advantages of evaluating the communication data

This allows companies:

- Take action measures (target personnel, identify training potential)
- Optimal documentation of telephone times (basis for accounting)

process optimization is only possible if meaningful and measured variables are available as a basis.

→ ProCall Analytics' acquisition, preparation and presentation is crucial for this

By continuously evaluating communication measures, companies gain two decisive advantages:
On the one hand they are able to derive action measures. You can focus your personnel more specifically or identify potential for training. On the other hand they can document telephone times optimally. This precise documentation is an advantage, especially in companies where telephone times are the basis for accounts. Thus, these telephone times are calculated correctly for a customer in every case and can be proven if necessary. To summarize:

Process optimization is only possible if there are meaningful measured quantities available as a basis.
→ For this purpose the collection, preparation and presentation of the data is crucial. ProCall Analytics provides businesses with just this.

Price RRP/MSRP (gross)

ProCall Analytics 2 Expansion for ProCall Enterprise		
1333000050	5 ProCall users	€ 247,17
1333000100	10 ProCall users	€ 438,57
1333000250	25 ProCall users	€ 950,07
1333000500	50 ProCall users	€ 1.649,67
1333000750	75 ProCall users	€ 2.309,67
1333001000	100 ProCall users	€ 2.883,87

Here again is an example of the price range for companies when purchasing ProCall Analytics. In this case you will see the final retail price.

Please note: There are exactly the same number of user licenses necessary for ProCall Analytics as for ProCall 5/6 Enterprise.
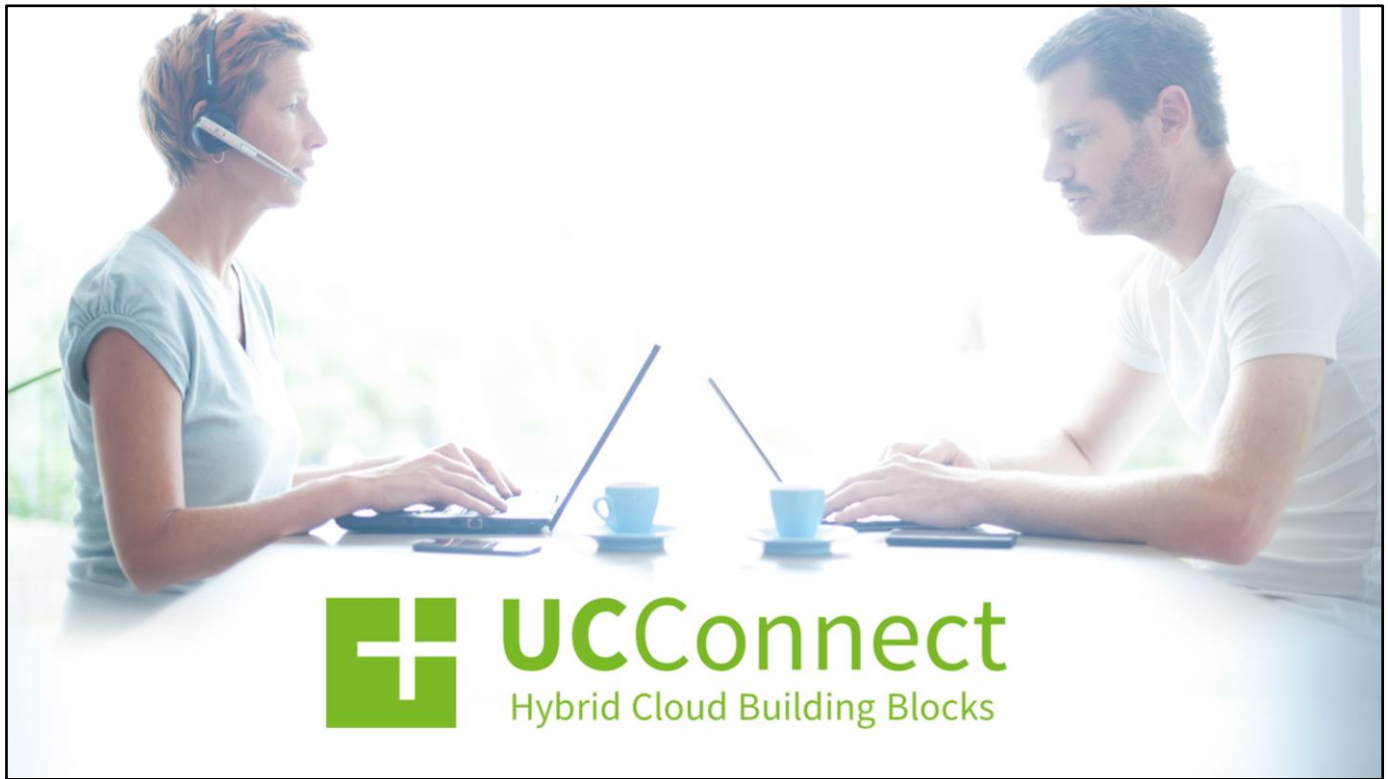
Let's go to the next topic – **UCConnect**. What is behind this?

UCConnect is the umbrella term for **different building blocks** that estos offers for a **hybrid cloud**.

These bundled services are intended to facilitate the commissioning of various functions of estos software products, such as the use of native clients for iOS/Android. This also makes using the contact portal or the multimedia business card easier.

Advantages of our additional online services

- **Facilitates** the setup of estos software products

- **Reduces** the need for adjustments to customer infrastructure

- **Enables** commissioning without special IT know-how

- Ensures permanent state-of-the-art **security**

- Controlled **availability**

The supplementary online services are an alternative for companies that do not have the staff resources or the technical know-how available, to setup the connection of the app or the commissioning of the contact portal/multimedia business card themselves. The supplementary online services significantly simplify the commissioning of some functionalities and the customer does not have to worry about anything else. In essence, the supplementary online services offer the following advantages: (list)

Basically, estos distinguishes between **ProCall Web Communication Services** and **ProCall Mobility Services.**

The **Web Communication Services** facilitate the **use of web page communication**. This includes the user profile on the website, i.e. the **multimedia business card**, the availability via the website, as in the **contact portal**, as well as the respective audio/video chat function.

The **ProCall Mobility Services** facilitate the external use of the ProCall client so that a user can be reached optimally via **ProCall Mobile**, even when working from home or on the road, and has, for example, access to valuable contact data.

ProCall Web Communication Services
Enables the use of multimedia business cards and contact portal
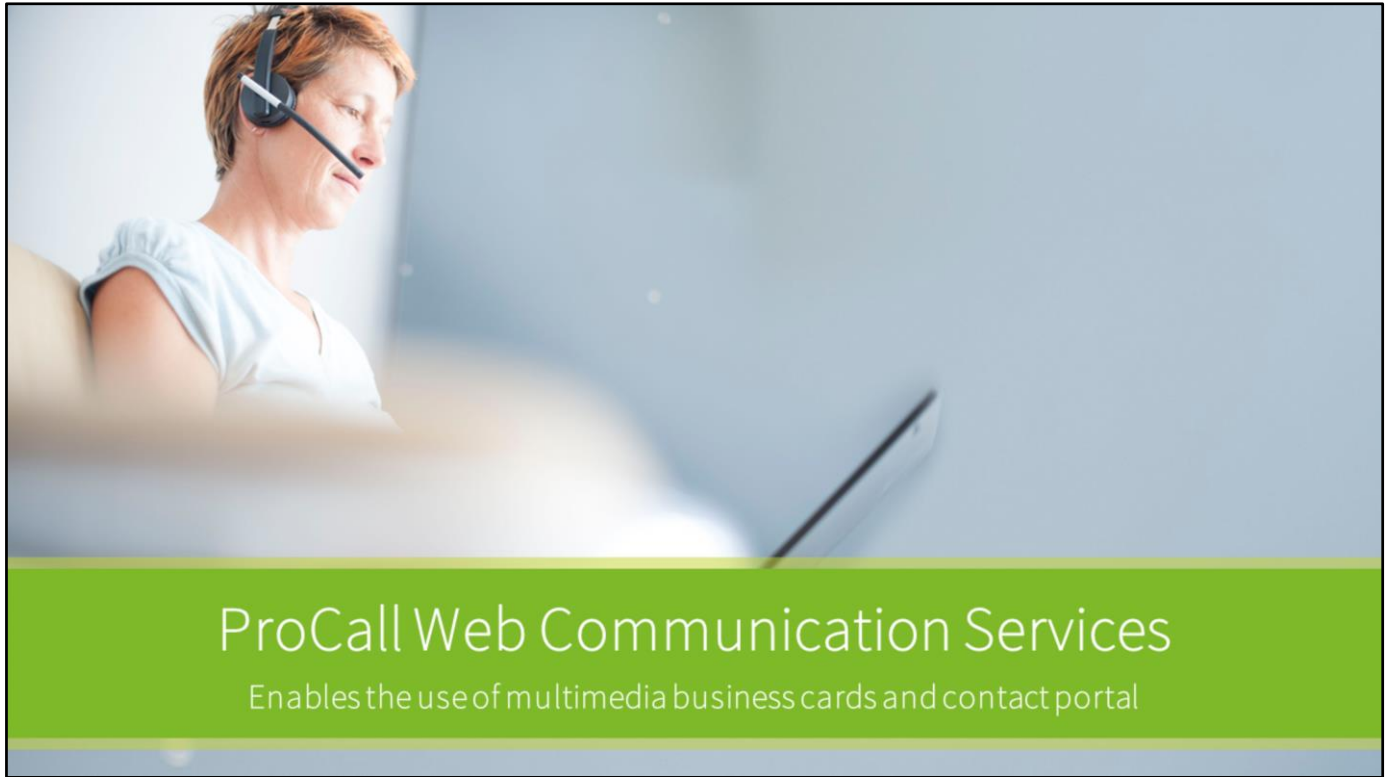
Let us take a closer look at the **ProCall Web Communication Services**. They are aimed at companies that want to use the **multimedia business card** and the **contact portal**.

ProCall Web Communication Services

- Facilitates the setup of communication via the website
  - Contact portal and multimedia business card
    - available from the estos Cloud at https://call.ucconnect.de
    - for your website at your https URL
  - Audio/video communication for all ProCall clients

- Package-based licensing
  - Book a package (S, M or L) for the required number of definite website calls
  - Runtime contract (12 months)

- Defined scope of services
  - A **defined quantity** of clear web page views of the contact portal and multimedia business cards
  - **Limited** use of video communication (video quotas per month)
  - The quota is shared with all ProCall Enterprise users

There are **two ways** to use the contact portal or the multimedia business card. Either through estos cloud via **call.ucconnect.de** or via your own company website with your **own https URL**.

Licensing is package-based. estos currently offers three selectable packages S/M/L, each valid for 12 months. The package scope depends on the number of unique website calls. These figures can usually supply the marketing, the online marketing or the agency of a company, if the company web page is maintained.

What remains to be considered is the fact that a company acquires a certain total quota that is shared among all ProCall Enterprise users. You can use the quota of audio/video hours until it is depleted.

Price RRP/MSRP (gross)

ProCall Web Communication Services (12 Months)			
1334000100	S Packet	150 definite calls/month 20 hours of video communication/month	€ 556.92
1334000200	M Packet	750 definite calls/month 100 hours of video communication/month	€ 2784.60
1334000300	L Packet	1500 definite calls/month 200 hours of video communication/month	€ 5569.20

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Here you can see an example of the price range as a company.

Important: We are talking about **end-consumer prices**. As mentioned, the site's unique web page calls are available to the department or agency that manages the company's website.

estos recommends the M package due to experience gained so far.
A downgrade or upgrade is possible at any time after expiry of the 12 months.

ProCall Mobility Services
Enables external use of ProCall client applications
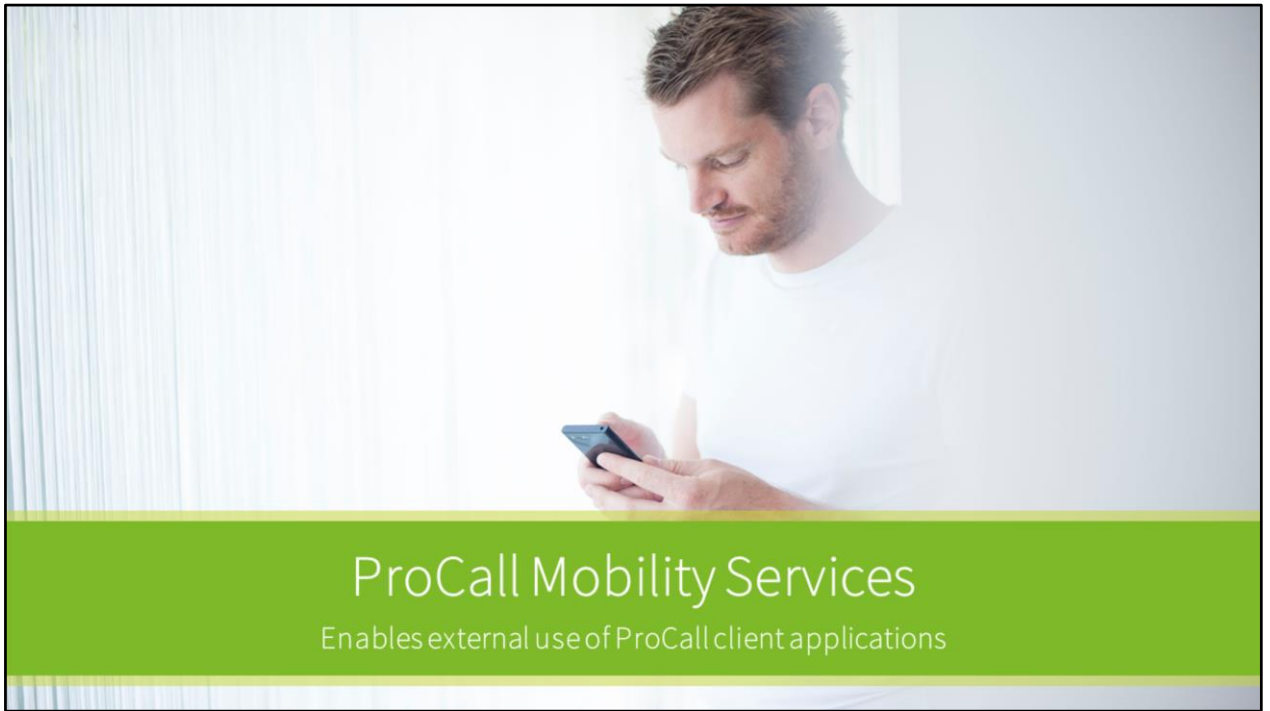
Let's take a closer look at ProCall Mobility Services.

ProCall Mobility Services

- Facilitates setup of the following functions beyond the company's boundaries
  - ProCall 6 Mobile
  - Audio/video communication for all ProCall Clients, e.g. softphone functions

- User-based licensing
  - Booking the required number of named users
  - Term of contract (12 months)

- Defined scope of services
  - Time **unlimited** use of standard functions, e.g. journal, chat, softphone
  - Time **limited** use of video communication (video content per user per month)
  - The quota is shared with all ProCall Enterprise users

The **ProCall Mobility Services** are intended for company employees who do not want to dispense with their ProCall functions even when they are on the move, and therefore decide to use the **ProCall mobile app**.

ProCall 6 Mobile gives users the ability to run audio/video chats even when they're on the move.

The ProCall Mobility Services require **user-based licensing**, meaning a company needs exactly as many licenses as users of the app.

The contract runs for 12 months again. The quota for audio/video communication is distributed among the users, as in ProCall Communication Services.

Price RRP/MSRP (gross)

ProCall Mobility Services (12 Months)		
1332000050	5 users	€ 214.20
1332000100	10 users	€ 428.40
1332000250	25 users	€ 1,071.00
1332000500	50 users	€ 2,142.00
1332000750	75 users	€ 3,213.00
1332001000	100 users	€ 4,284.00

Here again is an example of the price range. Here, too, we speak of **end-consumer prices**.

Operating modes

Test mode

- Free of charge
- 45 days
- 25 users and L package
- Shortened registration at UCConnect (company, name, e-mail)
- No contract

Productive mode

- Activation key required
- Duration 12 months (from activation)
- Standard user scale or package
- Full registration at UCConnect
- No automatic extension of the runtime
- Extension only possible in conjunction with the latest product version

There are two types of services. On the one hand, the services can be **tested free of charge for 45 days**.

The **test operation** includes **25 users** and applies to the **L package**. For testing, only a shortened registration is necessary with details of company, name and e-mail. There is no binding contract.

An activation key is then required for **productive operation**. This is valid for **12 months** from the time of activation and includes the selected user tier or the selected package.

It is important that there is **no automatic extension of the runtime**. An extension is only valid in conjunction with the current product version.
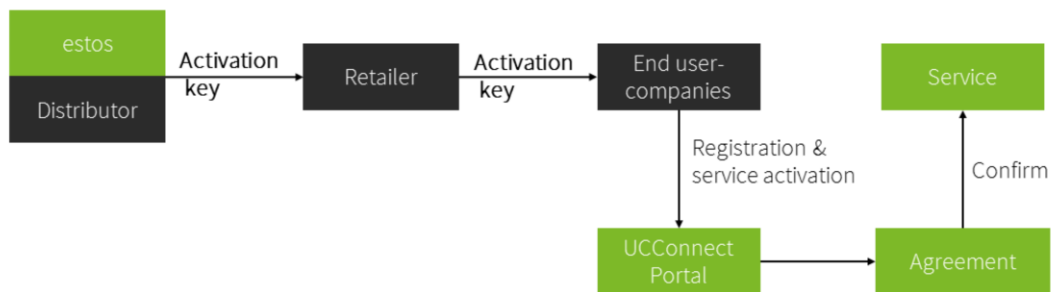
As mentioned above, an **activation key** is required for productive operation. Ordering the activation key for online services works basically just like the purchase of software licenses.

The activation key can be ordered either directly through **estos** or via the usual **distribution channels**. Upon receipt of the activation key, the latter must be activated either by the **end-user company** or by the **retailer** on behalf of the end-user company (**service activation**). This requires **registration** and thus an account in the estos **UCConnect portal**.

Activation Key

- The activation key can only be activated up to the specified date (12 months), after which the entitlement will expire
- Before estos online services can be used, an account must be created in the UCConnect web portal
- The online service can be activated there with the key
- During the activation of the service, the estos online subscription contract and a contract data processing contract must be approved
- Direct entry of the key in the estos software product is not possible

If an **activation key** is ordered, a date is indicated on this document. The key must be activated by this date. After activation, the key is valid for 12 months. It must then be extended. In order to use the activation key, a registration and thus an **account in the UCConnect Web portal is mandatory**.

In order to use the supplementary online service, an estos **online subscription contract,** as well as an **order data processing contract**, must also be approved. The key can not be entered directly in the software product.

Data Protection

- Server sites in the European Union
- Order data processing according to EU-DSGVO
  - The service is used to exchange (personal) data between clients and servers
  - Legal duty for both parties to conclude an ADV agreement
  - Agreement is given when activating the service

Of course, the topic of data protection is also important for hybrid cloud modules. Therefore, all **servers** used have a **location within the European Union**, which means there is no data export. The legal framework for data protection is already in line with the provisions of the **General Data Protection Act (EU-DSGVO)** and thus provides **legal certainty**.

Since the services (personal data) are exchanged, order data processing agreements must be concluded between the end user companies and estos. This is done when activating the services.

ECSTA 5 Series

Professional CTI and TAPI Middleware

Let's take a look at the new features of the **fifth generation ECSTA series**, the professional CTI and TAPI middleware from estos.

ECSTA 5

What is new?

- ***New*** supported platforms:
  - Mitel MiVoice Business Release 8.0
  - TELES Voice Application Server
  - Yealink SIP Phones
  - Auerswald SIP Phones
  - BroadSoft BroadWorks XSI

- Supports current Microsoft operating systems

- Improved performance

- Facilitates the setup and maintenance

- Updated user interface

What remains?

- Aastra 5000, Aastra MX-ONE, Aastra OpenCom 100
- Alcatel OmniPCX
- Avaya ACM, Avaya CS 1000
- Cisco CME
- Mitel MiVoice MX-ONE, Office 400
- Panasonic NS-NS(X) Series
- Siemens HiPath 3000
- SIP Phones (snom)
- Unify OpenScape 4000
- Unify OpenScape Business
- Unify OpenScape Voice

AVAYA
DevConnect
TECHNOLOGY PARTNER

TECHNOLOGY PARTNER
snom

Mitel | Premier MSA Partner
MITEL SOLUTIONS ALLIANCE

UNIFY
Partner

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The ECSTA series supports in version 5:
(1)   New platforms
(2)   The latest Microsoft operating systems
(3)   In addition to improved performance and an optimized user interface, it is simpler to set-up and launch

Price RRP/MSRP (gross)

ECSTA 5 for Unify OpenScape Business		
1502050050	5 lines	€ 589,00
1502050100	10 lines	€ 869,00
1502050250	25 lines	€ 1,979.00
1502050500	50 lines	€ 3,469.00
1502050750	75 lines	€ 4,399.00
1502051000	100 lines	€ 5,329.00
Upgrade to ECSTA 5 for Unify OpenScape Business (from ECSTA 4.0 for Unify OpenScape Business)		
1503050050	5 lines	€ 194.37
1503050100	10 lines	€ 286.77
1503050250	25 lines	€ 653.07
1503050500	50 lines	€ 1,144.77
1503050750	75 lines	€ 1,451.67
1503051000	100 lines	€ 1,758.57

The ECSTA 5 for Unify OpenScape Business shows the typical prices for an ECSTA 5. These may vary, however, depending on the platform.

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Do you want Unified Communications, Softphone, Contact Portal or Apps? We would be pleased to inform you in more detail about our products and to discuss which options are suitable for you.