



estos UCC/UMS solutions – key features & USPs

2017 estos Portfolio



ProCall 6
ProCall Analytics



MetaDirectory 4



ECSTA 5



ProCall LiveChat 2



IXI-UMS Business



2017 estos Portfolio

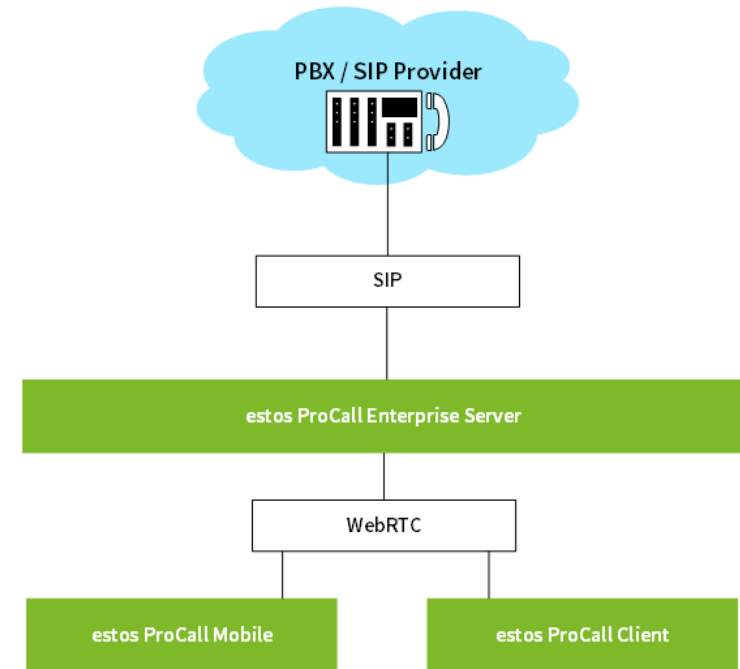


ProCall 6



SIP Softphone features

- Multivendor on premise/Cloud SIP support
- Registration coming from one point only (UCServer)
- Client <-> Server handled through well-known WebRTC technology
- Multi device ring
- SIP Cloud PBX platform support
- Softphone enabled mobile apps (iOS, Android)
- Tested and certified against:
 - **Unify OpenScape Business**
 - **Mitel MiVoice 400,**
 - **Mitel MX-ONE,**
 - **Panasonic KX-NS/NSX**
 - **Generic SIP**
- Smartphone Call Control and Audio via Bluetooth
- One headset for all communication



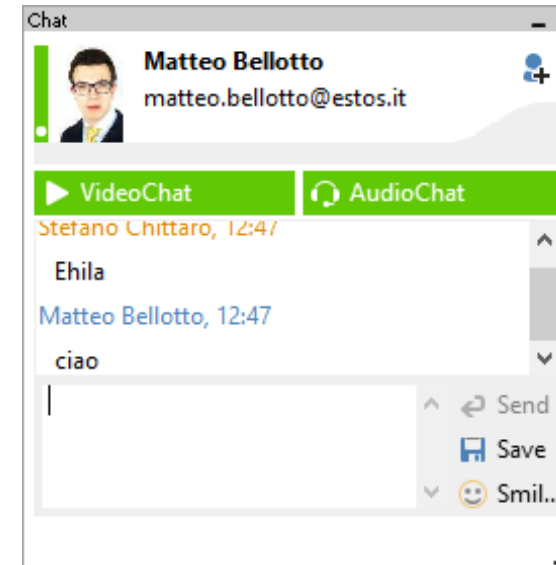
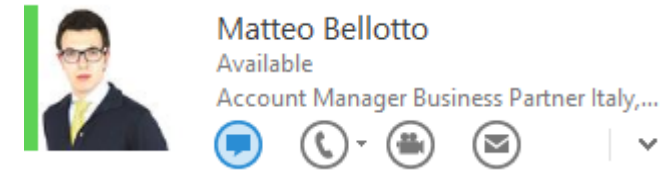
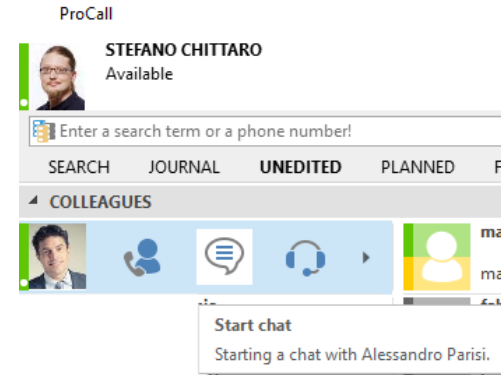
UC Rich Presence

- Reliable information
- Available on different interfaces
- Influenced by:
 - busy extension status
 - busy smartphone status
 - Outlook/Exchange/Google calendar
 - user's choice
 - user's inactivity

The screenshot displays the ProCall Enterprise interface. At the top, there is a green header bar with the ProCall logo, the text "ProCall Enterprise", and window control icons (minimize, maximize, close). Below the header, the profile of "Jana Etter" is shown, including her name, status "Anwesend - heute Home Office", and contact information: phone number 131, 431, and an iPhone icon. Below the profile, there are three tabs: "KONTAKTE" (selected), "AKTIVITÄTEN", and "SUCHE". A search bar is present with the placeholder text "Suchbegriff oder Telefonnummer eingeben". The main content area is divided into two sections: "PRODUKTMANAGEMENT" and "MARKETING". Under "PRODUKTMANAGEMENT", there is a profile for "Raphael Bossek" with status "Beschäftigt - im Termin" and a row of icons for contact, chat, headset, and play. Under "MARKETING", there are profiles for "Joachim Frenzel" (Verfügbar), "Thomas Pecher-Wagner" (Beschäftigt → Robert Weiß [152]), "Petra Hergenröther-Magenau" (Verfügbar), "Susanna Heine" (Verfügbar), and "Andrea Lottes" (Nicht angemeldet - [123] umgeleitet auf [323]).

Chat

- Triggered from multiple interfaces
- Outlook integrated
- 1 to 1, 1 to many conversations
- Centralized/exportable Chat Log
- Easy to convert in an Audio/Video Chat session or Audio/Desktop sharing session



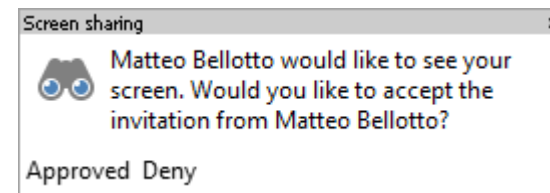
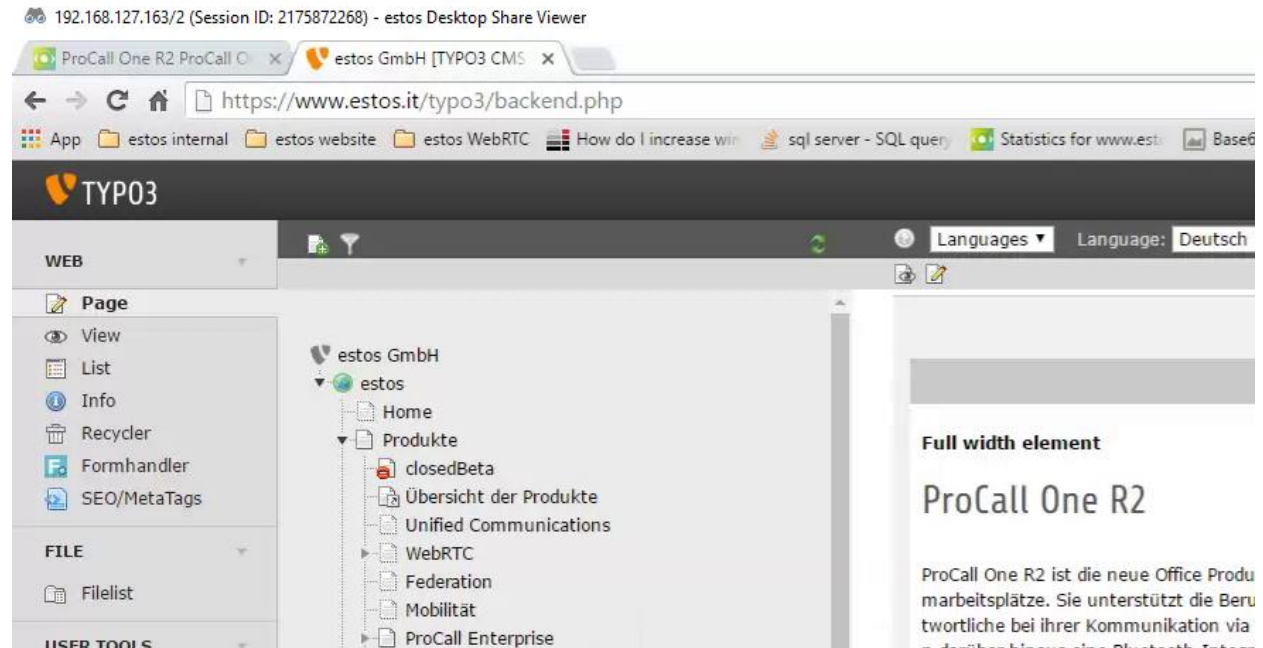
Audio/VideoChat

- High quality Audio/Video
- WebRTC Protocol
- Available on Windows, macOS, iOS and Android apps.
- Web based contact portal (i.e. <https://call.estos.it>)



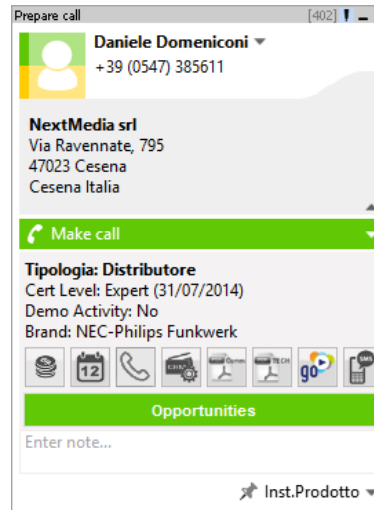
Desktop Sharing

- Built-in
- Bidirectional
- WebRTC protocol
- Sharing and control
- «4 hands» work sessions



Personal and shared activity/call journal

- Stored server side
- Policy-based entries sharing
- Quick access from all platforms
- Included events:
 - Phone calls
 - Chat
 - VideoChat
 - Desktop Sharing



ProCall Contact details - Daniele Domeniconi

Make call • Start chat • Start AudioChat • Screen sharing • Open calendar • Presence • Edit contact • Contact folder • Create a copy of the contact • Website • Clipboard • Other ▼

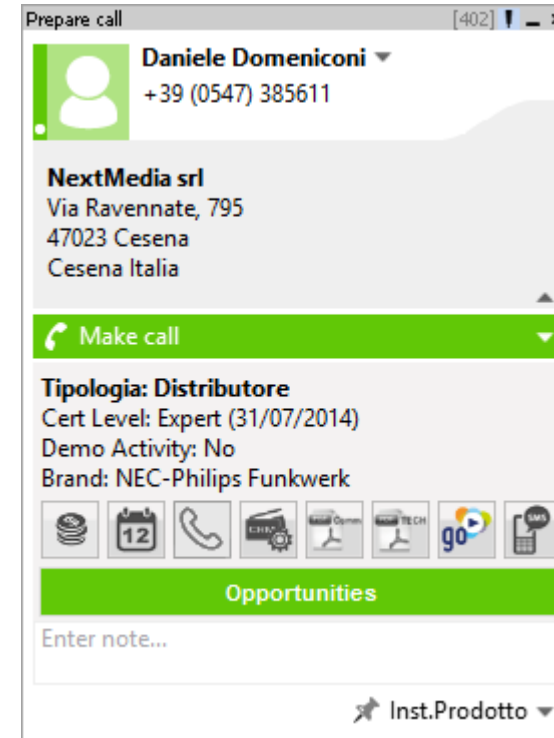
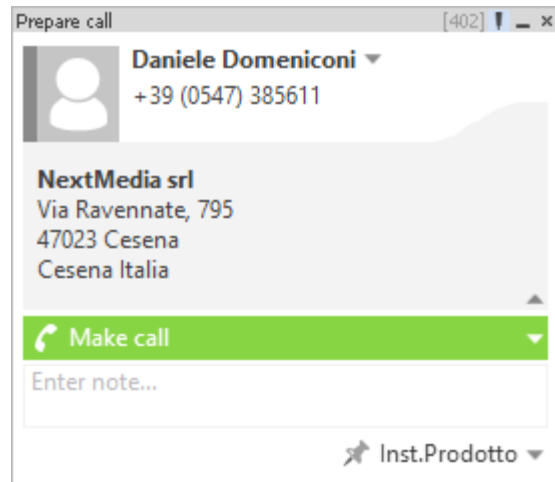
Communication Collaboration Administrate Actions

OVERVIEW JOURNAL UNEDITED PLANNED

Filter

REMOTE STATION	SPOKE WITH	PROJECT	DURATION	TIME
LUNEDÌ, 18/04/2016				
+39 3480910652	Elisa Ceraulo	-	3:03	10:59
GIOVEDÌ, 31/03/2016				
+39 (0547) 385611	Stefano Chittaro	-	1:14	18:01
+39 (0547) 385611	Stefano Chittaro	-	2:44	17:48

Customizable phone window (HTML/JavaScript). No proprietary APIs



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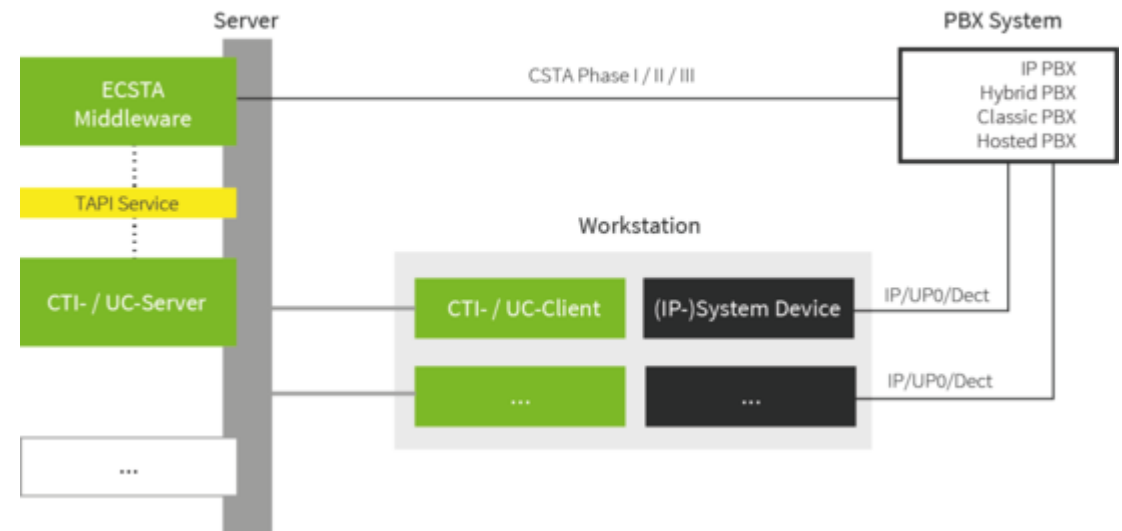


ECSTA 5



Remote Call Control PBX (CTI)

- Multiplatform/vendor control
- Homogeneous/Heterogeneous platform control
- Cloud platform support (**NEW: Broadsoft, Teles**)
- Advanced RCC features (Callback, Conference)
- Some supported brands:
 - Alcatel
 - Mitel
 - Unify
 - Cisco
 - Avaya
- Smartphone Call Control via Bluetooth



2017 estos Portfolio

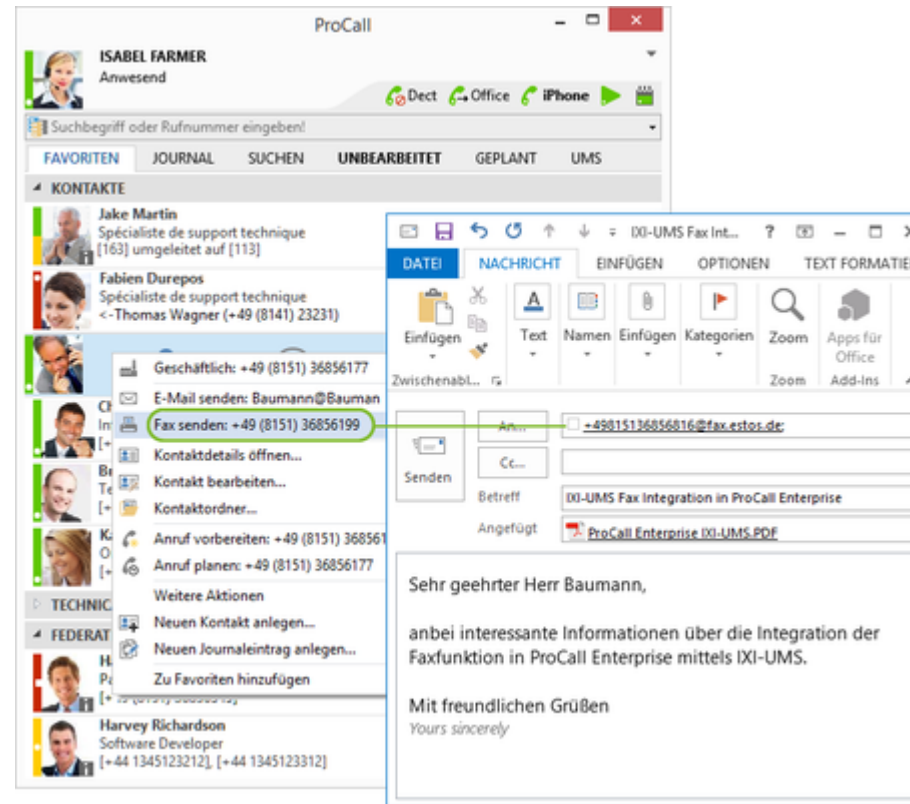


IXI-UMS Business



Fax/Voicemail/SMS/IVR Integration

- Server side middleware
- Email to fax and other mechanics
- Centralized sending
- Customizable IVR
- SMS and voicemail Gateway
- SMS/Fax automation
(i.e. scheduled sending)



2017 estos Portfolio

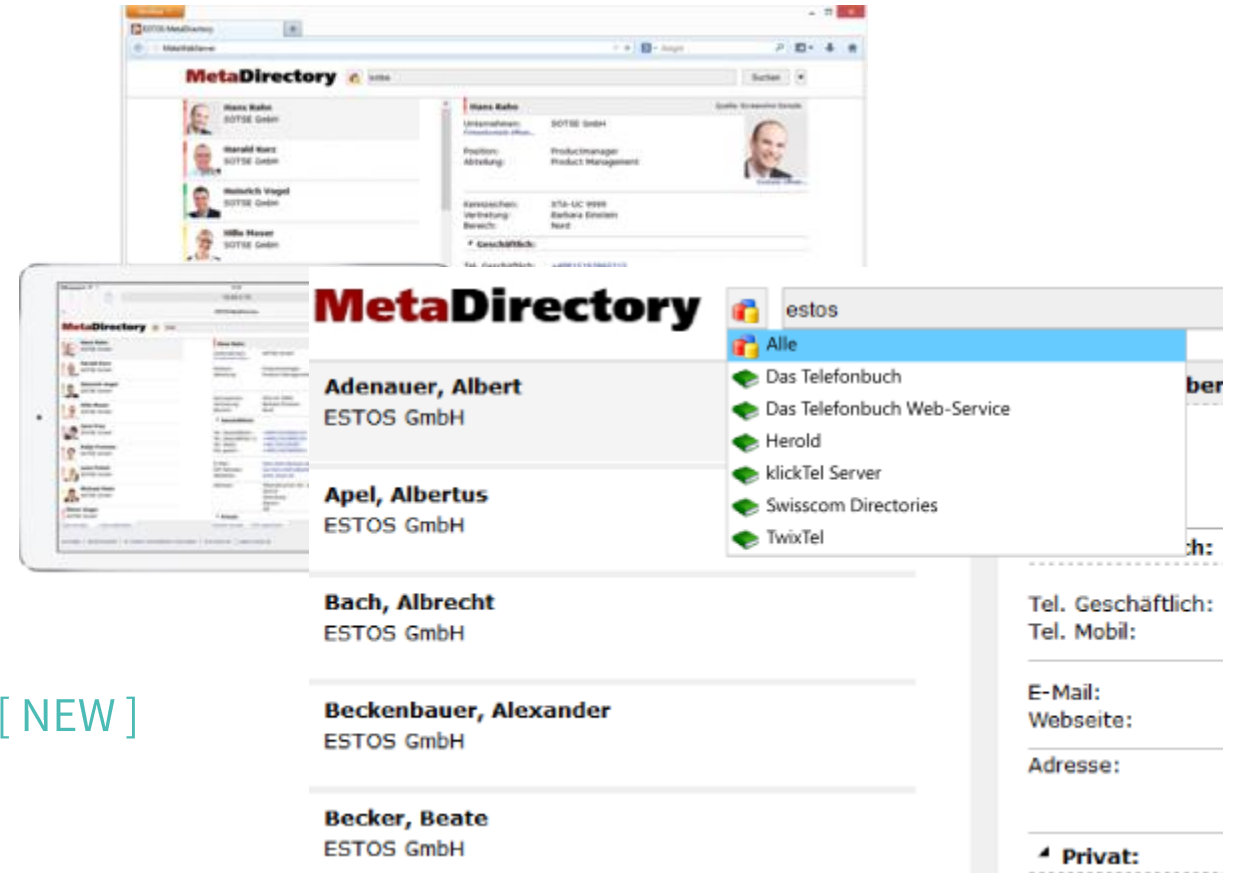


MetaDirectory 4



Contact data always available

- Third party data sources import (CRM/ERPs)
- Calendar sync
- Access via standard protocols (HTTP and LDAP)
- Some data sources types:
 - ODBC
 - CSV
 - Office365
 - Salesforce [NEW]
 - MS Dynamics CRM/NAV [NEW]
 - Google G Suite (former Google apps for Work) [NEW]



2017 estos Portfolio



ProCall Analytics



Business Intelligence/Analytics module

ProCall Analytics (Demo mode) ?

Agents

Contacts

Management Summary

Projects

Period

from

to

This month

Additional filters

All calls

Contacts

All

Top 5

Top 10

Top 20

+

A-C +

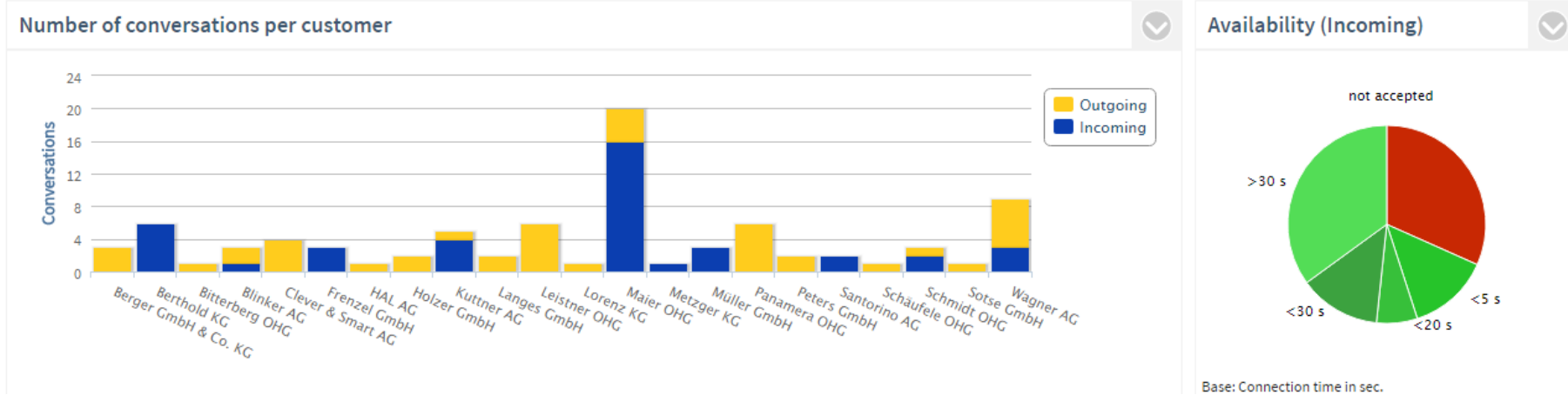
Settings

Create report

Export data

Log out

Contacts This month All



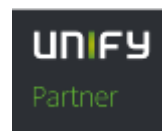
Available languages



Upcoming languages



Some of our certifications...





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More information



www.estos.com