



Over one million licences in the field and market leader in the niche – estos is both an innovation driver and a proven constant in the ICT market.

Since 1997, we have been developing **Unified Communications (UC) & CTI software** on the subject of communication for companies. The basis for this success is our ability to recognize emerging trends in advance and to shape them at an early stage with innovative products.

# 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**

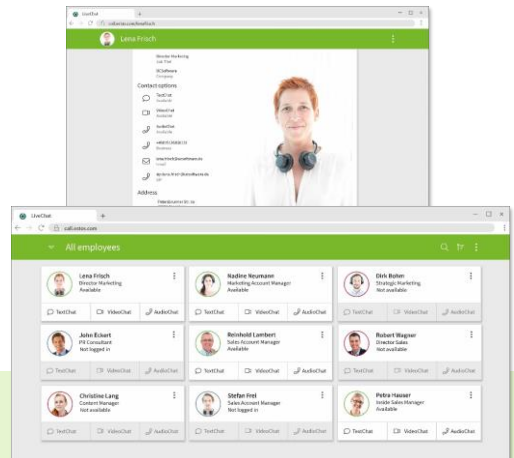
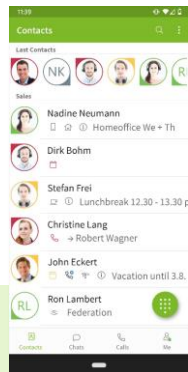
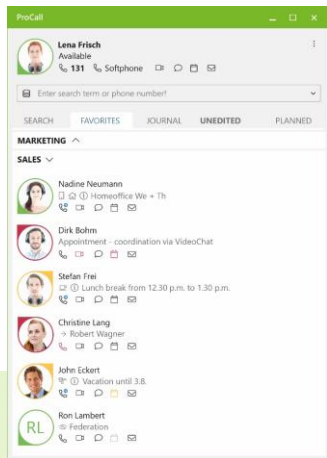
Communication in a multi-server environment for large companies







# 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

Employees in the company or working from home and employees on the move communicate with each other within the company or externally with business partners and customers via the native clients of Windows, macOS, iOS and Android. **Prospective customers, clients, or partners** can contact a company employee directly via the internet using the contact portal and multimedia business card.

# 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.



## Federation

Networking via federation allows you to securely exchange information beyond your company's borders.



## 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.

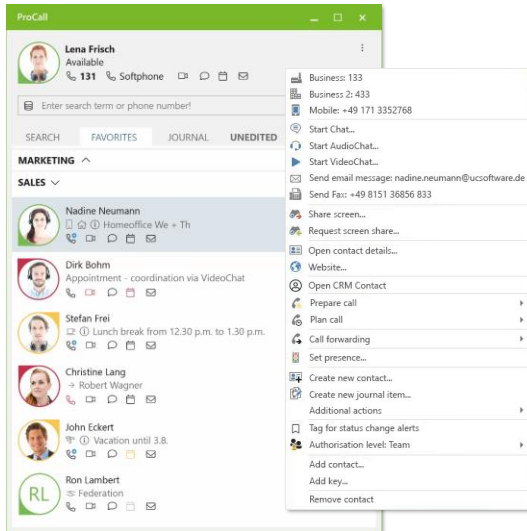


## MultiDevice

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

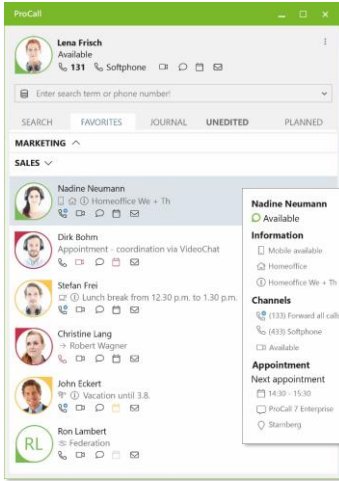


## Employees in the company / home office

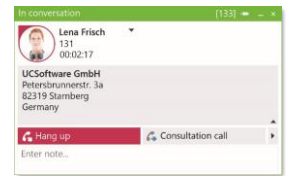


### Native client for Microsoft Windows

- 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

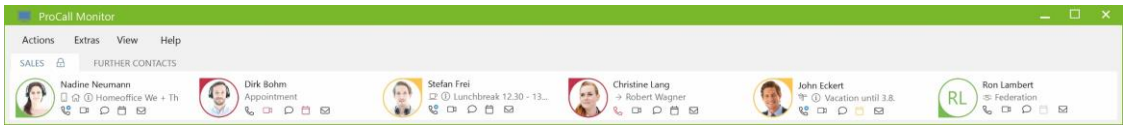


Conversation window  
Telephony



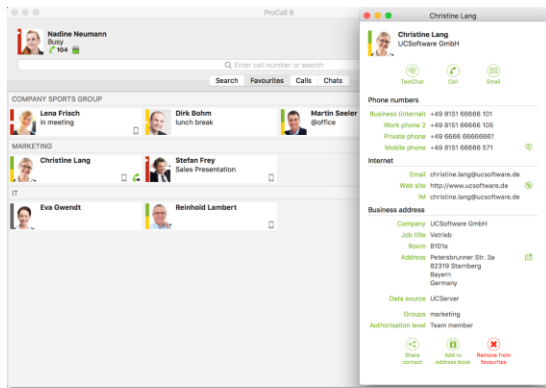
VideoChat window

ProCall Monitor





## Employees in the company/home office

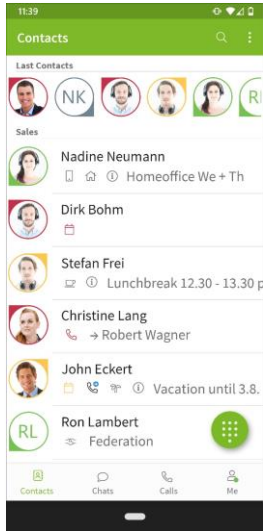


### Native client for macOS

- Computer Telephony Integration (CTI)
- Instant messaging and presence management, including federation
- 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



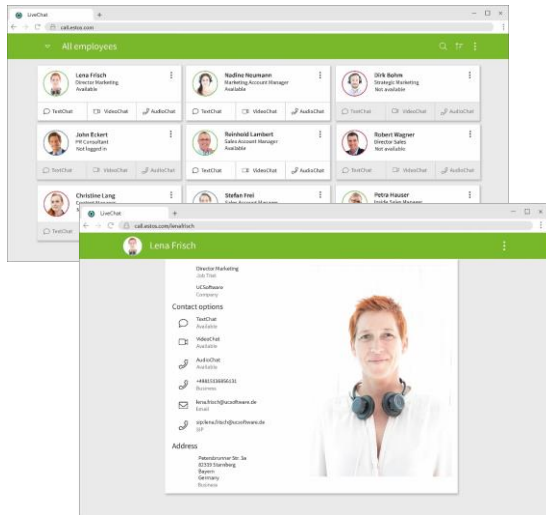
# Employees on the move



## Native client for Android and iOS

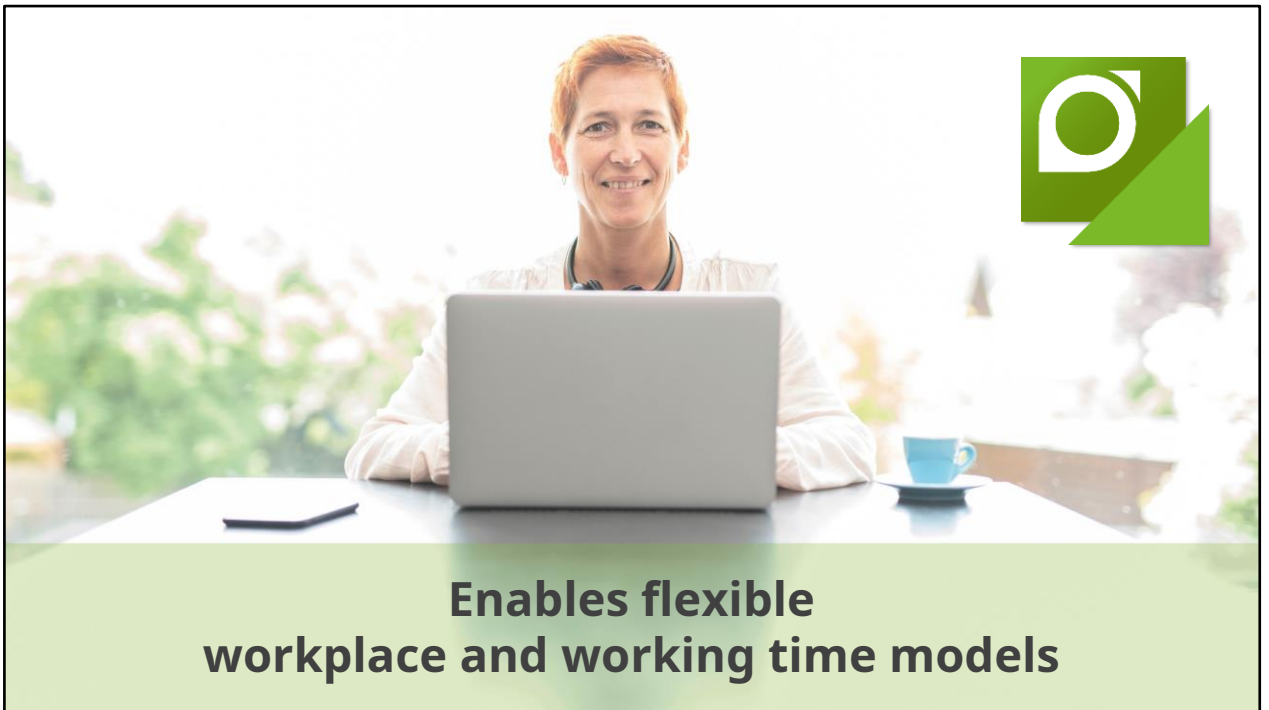
- Using the office phone on the move
- Presence management with calendar integration
- Quick access to all business contacts and all communication functions
- Record last contacts at a glance
- Chat for fast and secure sharing of messages and content

# Prospective customers, clients or partners



## Contact portal & multimedia business card

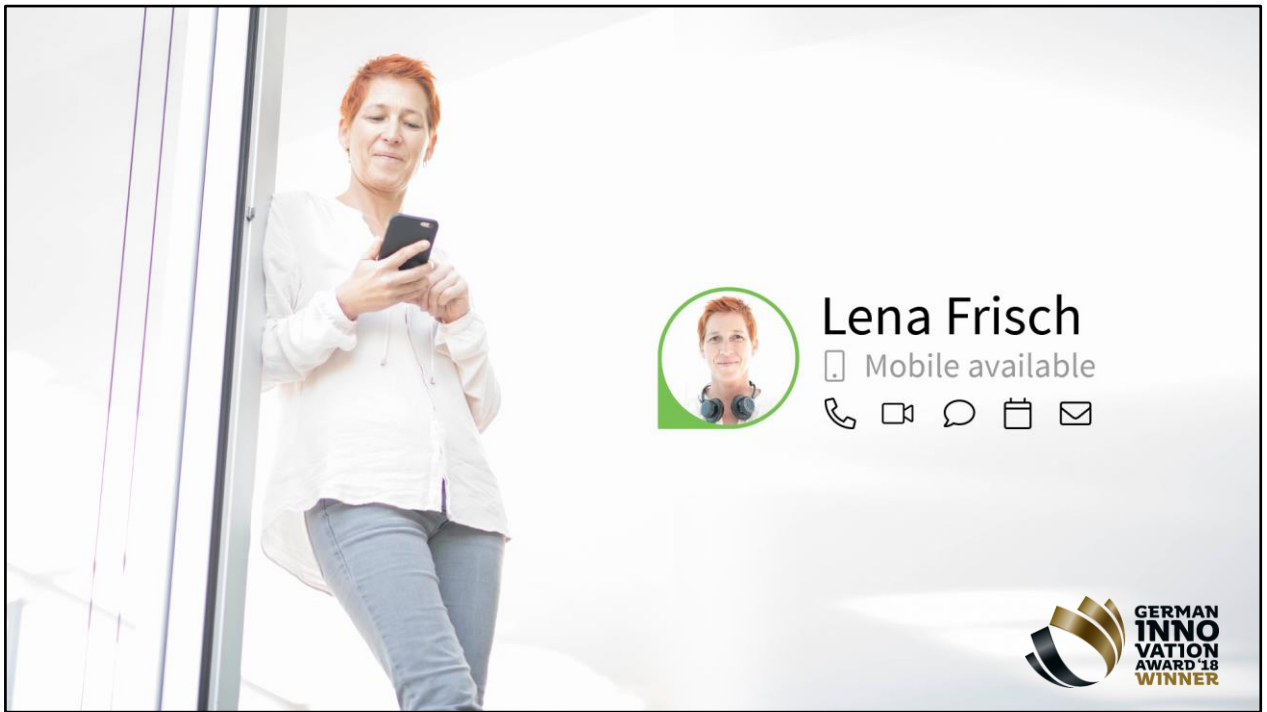
- Communication for the company website
- Text, audio and video chats
- No downloads or plug-ins
- Browser-based with WebRTC
- End-to-end TLS encryption



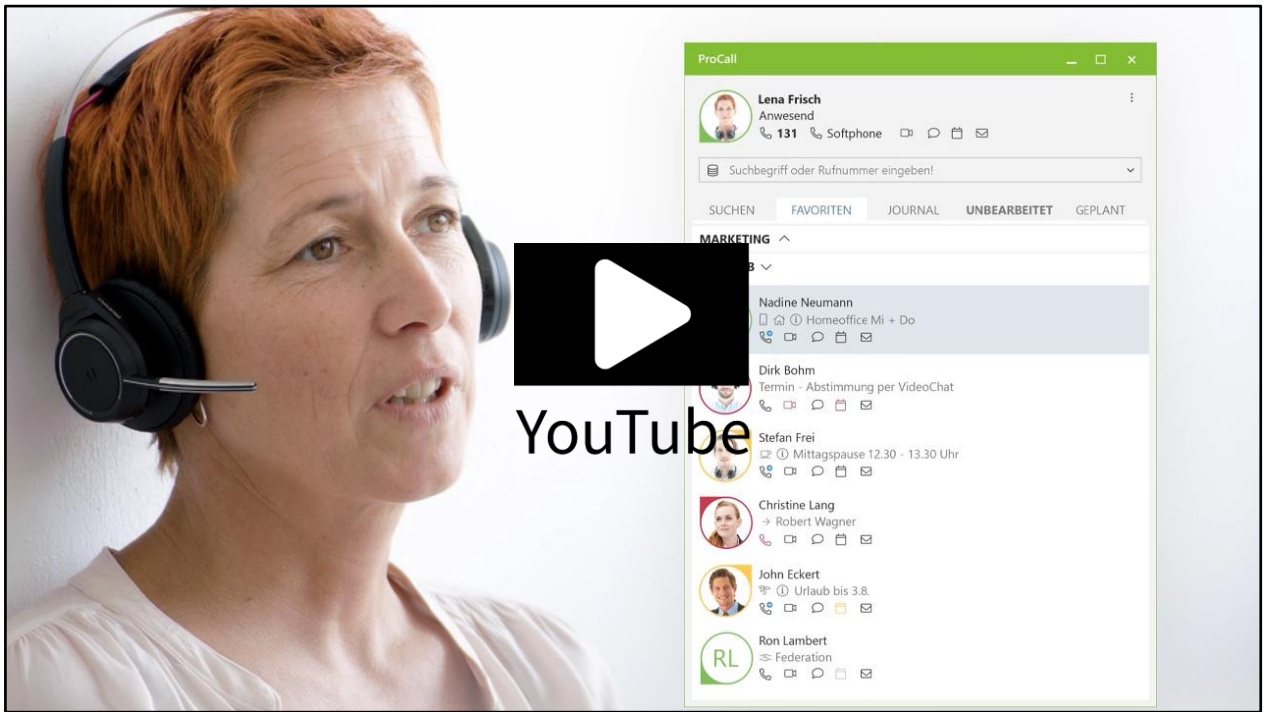
## **Enables flexible workplace and working time models**

Digitization offers a great opportunity to make work processes and conditions more flexible.

The workplace and therefore working hours are in a state of transition. Mobile working, e.g. while traveling and/or working from home, has supplemented or even replaced the fixed workplace in the office in many areas. ProCall with its presence management offers the basis for flexible workplace and working time models of tomorrow.



Presence management, which has occupied us for more than 15 years and for which we received the **German Innovation Award in 2018**, is the core of our application. Here, we have paid particular attention to the presentation of information, the **use of colors and a modern appearance**.



<https://www.youtube.com/watch?v=FQqdeEZH1E>  
Link to estos YouTube channel by clicking on the slide

## Show presence



Present



Busy



Do not disturb



Inactive



Absent



Not logged in

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

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

## 6d 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 new design of the presence information as a colored ring with directional arrows, the so-called "CAP", enables intuitive detection of the availability of a person even for people with color vision deficiencies.

## The contact card



Nadine Neumann

📱 🏠 ⓘ Homeoffice Mi + Do



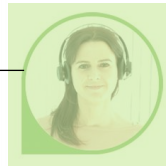
In addition, today's users of professional software expect a modern appearance that corresponds to user habits, which are conveyed from privately used applications, and enables daily teamwork, even at mobile workstations or working from home. The contact card displays **all relevant information about the availability of a contact** and is therefore the linchpin of **communication**.



# The contact card: Important information at a glance

## Presence area

Profile picture or initials  
in the presence ring with CAP



## Information area

Name (Z1)

Dynamic background information (Z2)

Nadine Neumann

📱 🏠 ⓘ Homeoffice Mi + Do



## Action area

Managing communication  
and cooperation

The contact card as a central and compressed element of communication, is divided into three sections in the new version of ProCall – the **Presence area**, the **Information area** and the **Action area**.

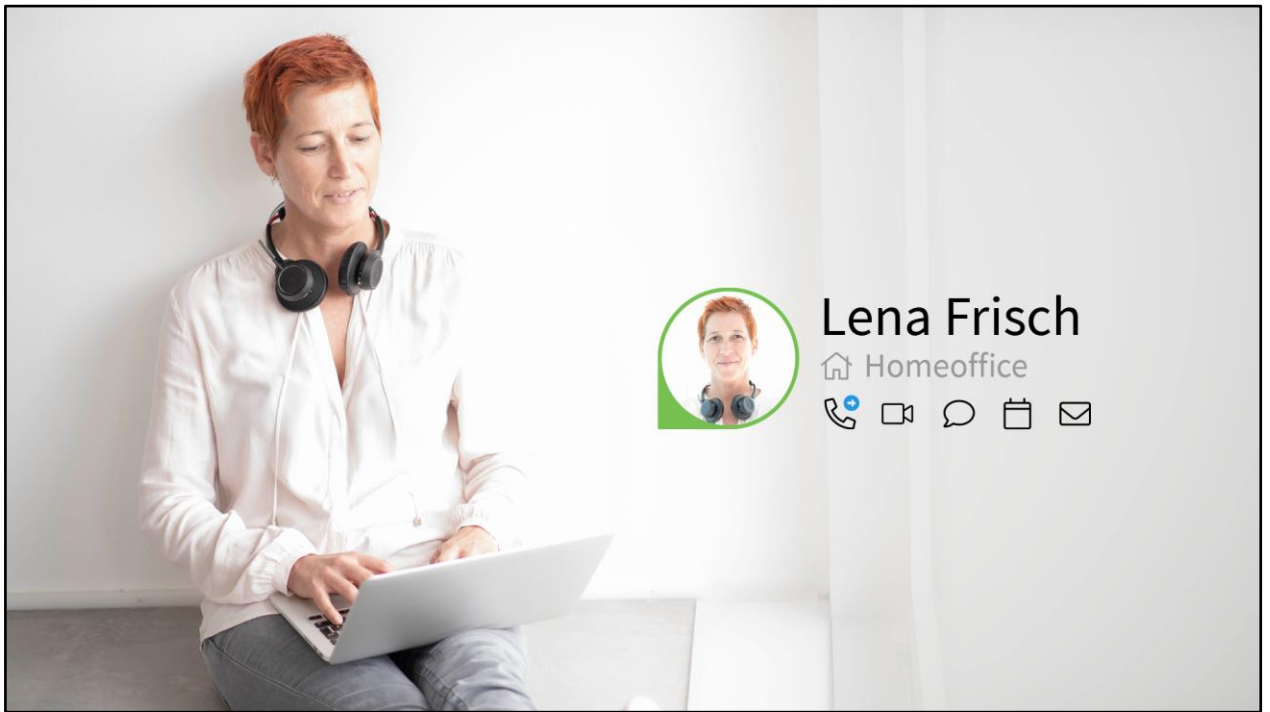
# The tooltip: All information at a glance

The image shows a contact card for Nadine Neumann. A mouseover tooltip is open, displaying detailed information. The tooltip is divided into three sections:

- Presence area:** Shows the name 'Nadine Neumann' and a status indicator 'Available' with a green dot.
- Information area:** Lists 'Mobile available', 'Homeoffice', and 'Homeoffice We + Th'.
- Action area:** Lists 'Channels' (Forward all calls to (433), Softphone (433), Available) and 'Appointment' (Next appointment: 14:30 - 15:30, ProCall 7 Enterprise, Starnberg).

The background shows a simplified version of the contact card with icons for mobile, home office, and channels.

A mouseover opens the **tooltip** with more detailed information. This is also divided into presence, information and action area and shows all elements of the contact card in a detailed display.





Communicate **easily, securely and independent of location**, even at home. To ensure that your company communication doesn't suddenly stop when you leave the office, ProCall offers you a wide range of options for your home office workplace.

# Individual settings






## 1-line display

Nadine Neumann   Homeof...

## 2-line display

Nadine Neumann   Homeoffice Mi + Do





## 3-line display

Nadine Neumann   Homeoffice Mi + Do   






## Action area on mouse over

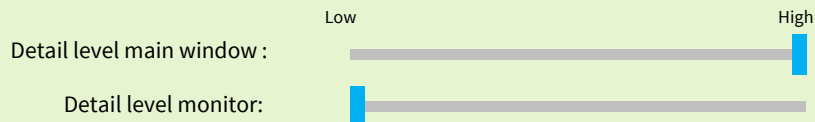
    

## Action area on mouse over

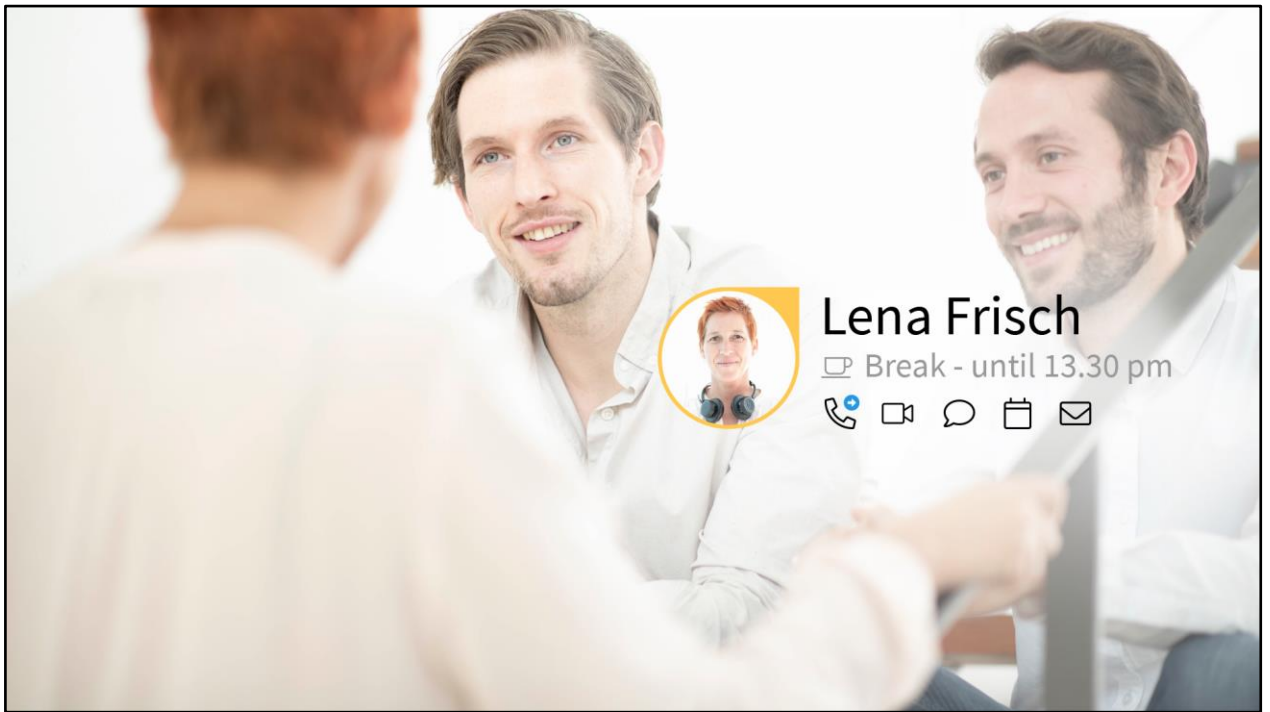
Nadine Neumann     

## Action area always visible

Nadine Neumann   Homeoffice Mi + Do   



The size of the contact cards can be adjusted. Accordingly, more or fewer contacts are displayed in the **main window** or in the **monitor**. The settings of the main window and monitor can be made **separately**.



The combination of presence and dynamic contextual information facilitate the choice of the most appropriate communication channel for the situation.

## 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

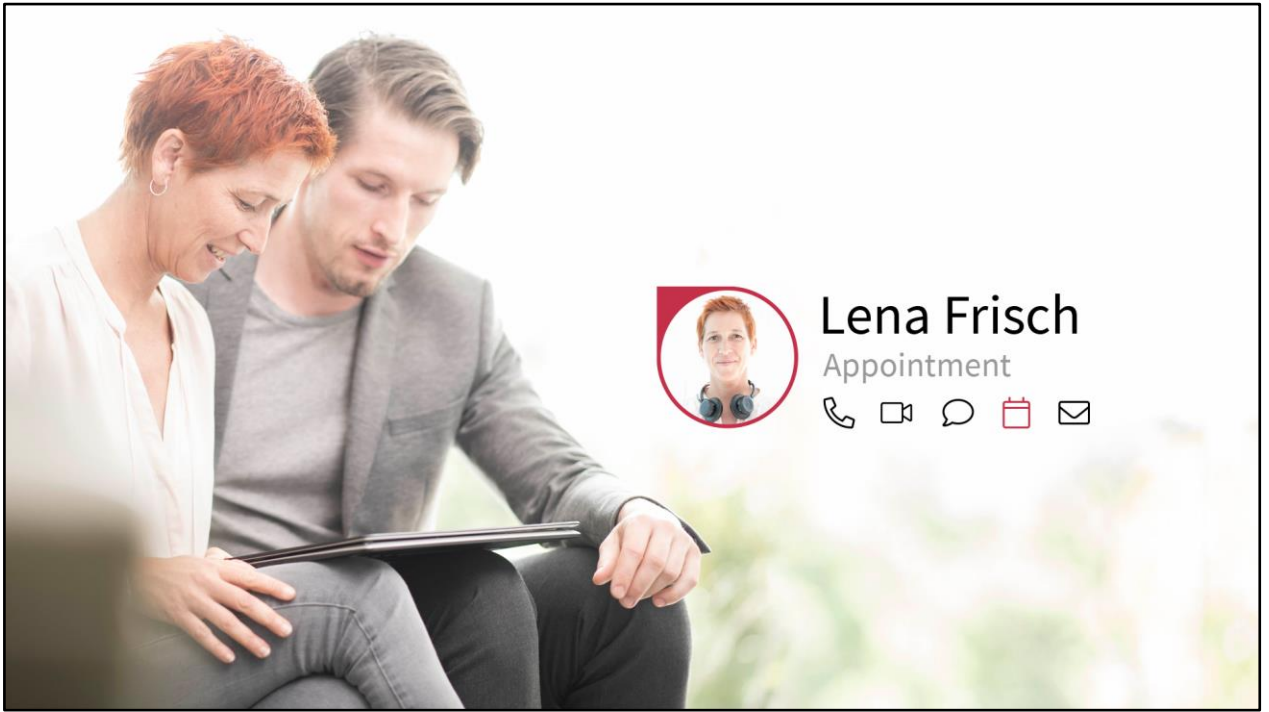
Nadine Neumann

🏠 Home office we + th

Nadine Neumann

🌴 Vacation 1.8. - 14.8.

The information area contains detailed information about the current work context of the selected contact. With the new version, the presence management system enables the configuration of directly selectable presence profiles such as **home office**, **vacation**, **business trip** or **break**. In this way, predefined presence states, specific note information or call forwarding can be activated with a single click. These presence profiles – once set up – can be activated from both the computer and the mobile device. The notification field offers the option of describing the current availability in even more specific terms.



Presence information can also be changed automatically by integrating the calendar.

## 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

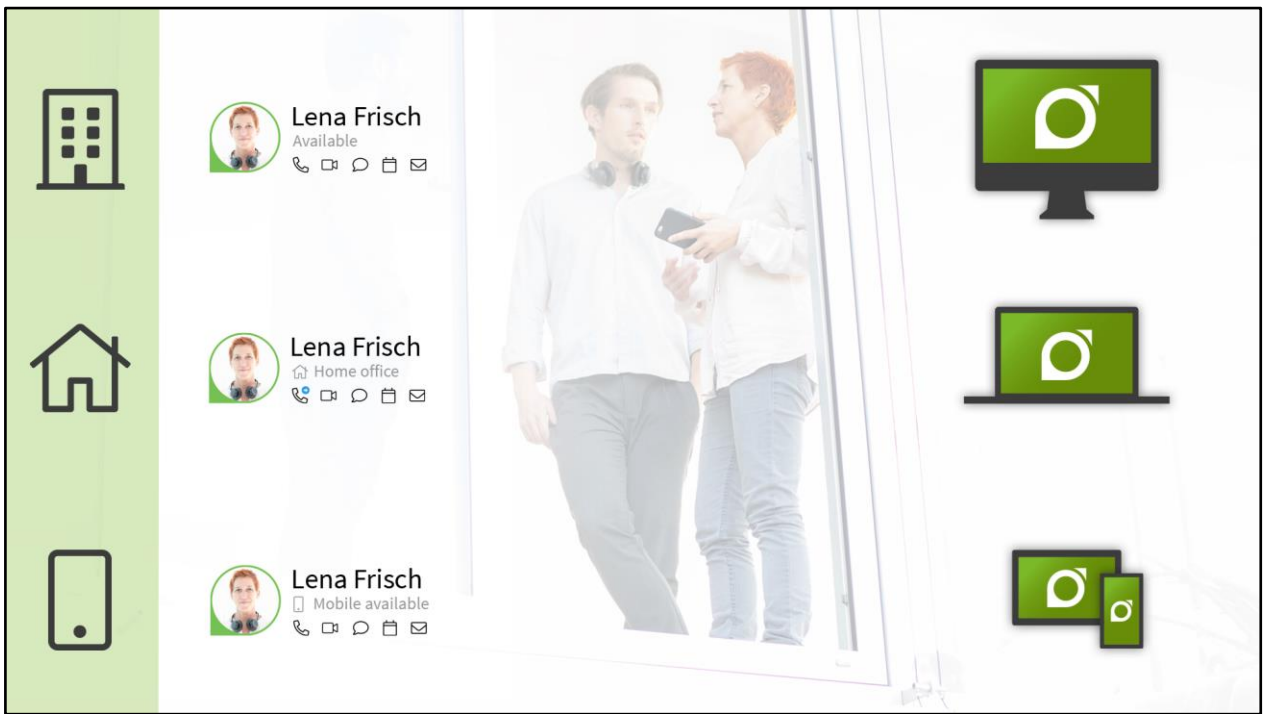
business trip Berlin



Due to simple integration into the groupware, the calendar can also have a direct influence on the presence displayed in ProCall. In this way, normal **appointments automatically** cause the **presence to be set to red "Busy in appointment"**. At the same time, as far as the permissions allow, the subject of the appointment is also **displayed in the information area**.

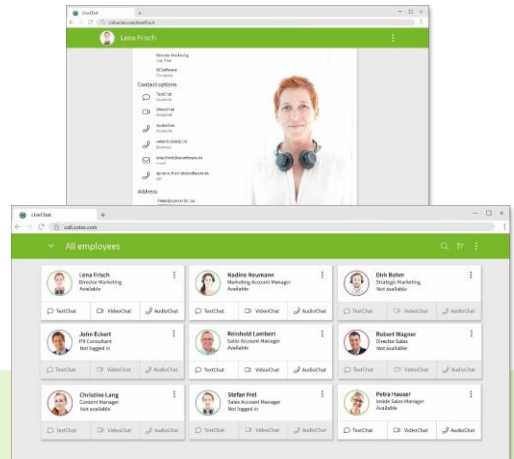
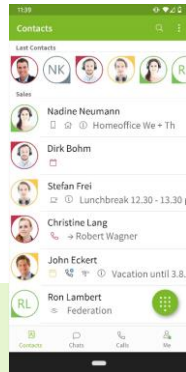
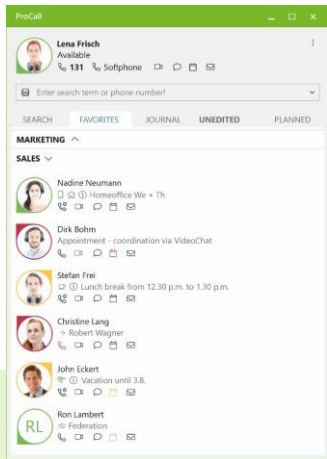
If an appointment is set to absent in the calendar, this leads to a yellow presence **"Absent in appointment"**. This is often linked to automatic **call forwarding** to the mobile phone or mailbox.









No matter if I am in the **office**, **at home** or **on the move**. Thanks to simple representation of the reachability through colors, pictograms and notification, it is immediately clear where the contact is at any moment and how to best reach them – regardless of the currently used client (**Windows**, **macOS**, **iOS** and **Android**).

# Available everywhere



Employees in the company  
or in the home office    Employees  
on the move

 Prospective clients, partners  
or customers via the website

Through **Windows**, **macOS**, **iOS** and **Android** clients, availability becomes transparent for **employees** and **colleagues**. Thanks to the contact portal, this also applies to **interested parties**, **customers** or **partners**.

This enables quick and easy clarification of the **availability** of a contact and is the ideal information basis for choosing the most **appropriate communication channel**. The issue of transparent availability of a person is a very important aspect of customer satisfaction.



## **Simplifies individual communication**

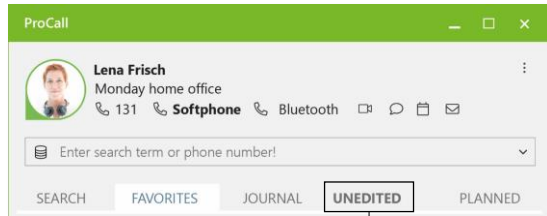
When I communicate across many channels, I want to use an application that brings these channels (e.g. voice, video, chat, content, etc.) together and integrates them with relevant business applications to facilitate my interaction with colleagues, business partners and customers. With ProCall, I use an application that offers me **all relevant communication channels under one interface**.



With ProCall I can communicate via **telephone**, SIP, audio/video or text chats. For example, through integration of Outlook, I can integrate **calendar functions** or e-mail.

# My communication channels at a glance

My ProCall client



My missed communication



My name

**Lena Frisch**

My note

Monday home office

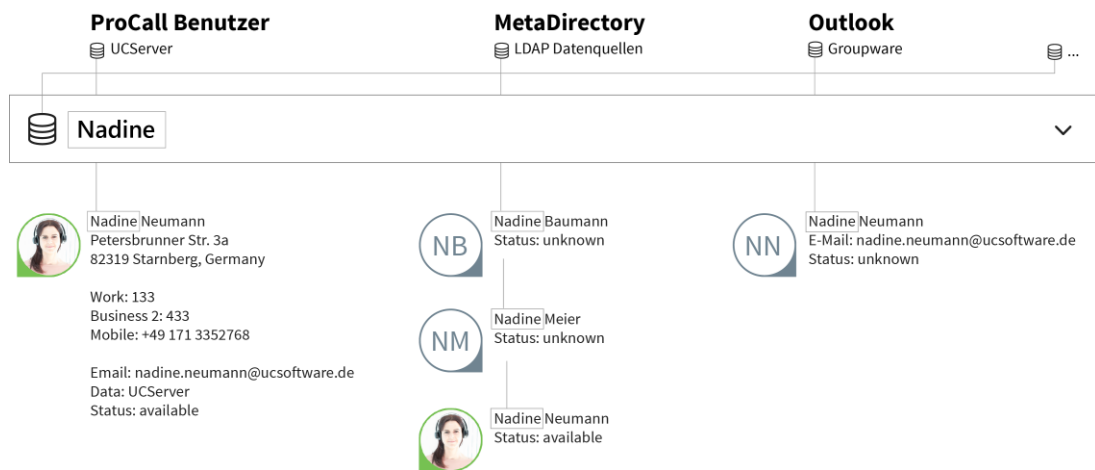
My communication channels

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

In the "My presence" area of the ProCall client, all available communication channels are displayed in addition to your own presence with note and name.

The so-called "bubble" signals all missed calls as well as all unread chats and e-mails. Clicking on the corresponding pictogram opens the respective communication journal.

## Quick search for contact details



**Contact data is essential** for professional communication. With the search integrated in the ProCall clients, not only can other **ProCall users** be found, but other external data sources can also be searched. This includes, for example, contacts from **groupware solutions** such as **Microsoft Outlook**, **HLC Notes** or **Google Workspace**, as well as contact information from connected **ERP/CRM/industry solutions** through the use of **estos MetaDirectory**.

This search is available in all estos ProCall clients (**Windows, macOS, iOS, Android**).

## 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

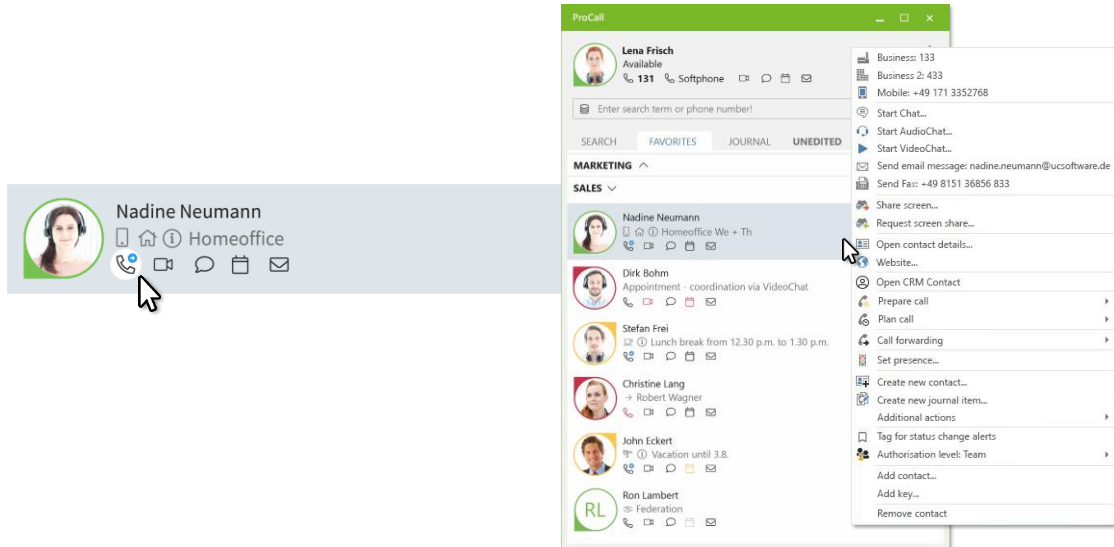
### INFORMATION

Multiple display and access options to the consolidated data stock

MetaDirectory merges **different databases** into a single, company-wide, consistent **LDAP directory**. This makes relevant data such as telephone numbers and other contact data available to all employees in the company. The **intelligent preparation of the data** enables easy searching and quick presentation of the results – even with large data sets.

MetaDirectory replicates contact data from a wide variety of data sources and **standardizes** them. In the process, telephone numbers are also **automatically normalized**. This provides the basis for a **high-performance search**.

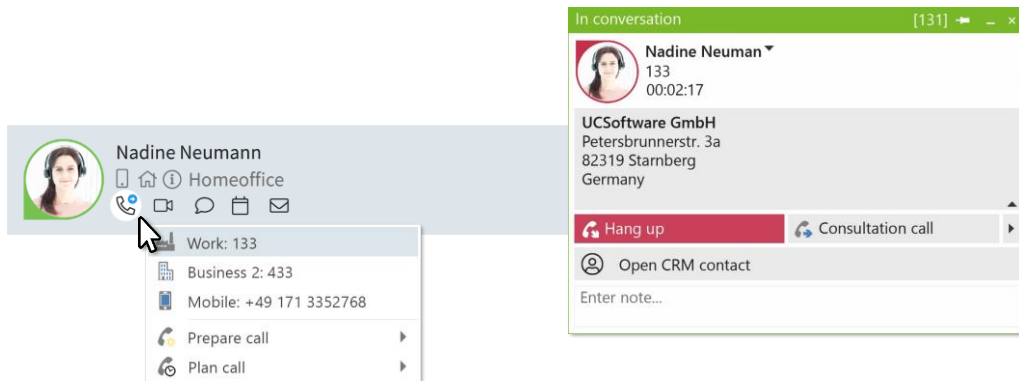
## My favorites: Communicate easily and quickly



The most important **communication channels** such as telephone, video, chat or e-mail can be directly accessed via the **action area**. The **context menu**, which can be called up via a right mouse click, provides many other options for planning or **executing actions** related to the contact.



## Classic telephone or SIP softphone



In addition to direct outgoing dialing, classic telephone calls (CTI) or SIP softphone calls can also be **prepared** or **scheduled** for a later call.

The **convenience features** offered by the telephone system used are available for controlling the call.

# Supported systems and cloud providers for SIP softphone



## On Premise PBX

- Alcatel OXO Connect
- Alcatel OmniPCX Enterprise (OXE)
- Auerswald (FONtevo) COMpact/COMmander
- Avaya IP Office
- bintec elmeg be.IP Plus
- Innovaphone IP811
- Mitel MiVoice 400
- Mitel MX-ONE
- Panasonic KX-NS(X) Series
- Unify OpenScape 4000
- Unify OpenScape Business



## Cloud PBX

- Asterisk
- Autphone aut-voice
- bis. cloud
- C+ITEC AG Universe Cloud Connect
- HFO Crown-Centrex
- Reventix virtual telephone system

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



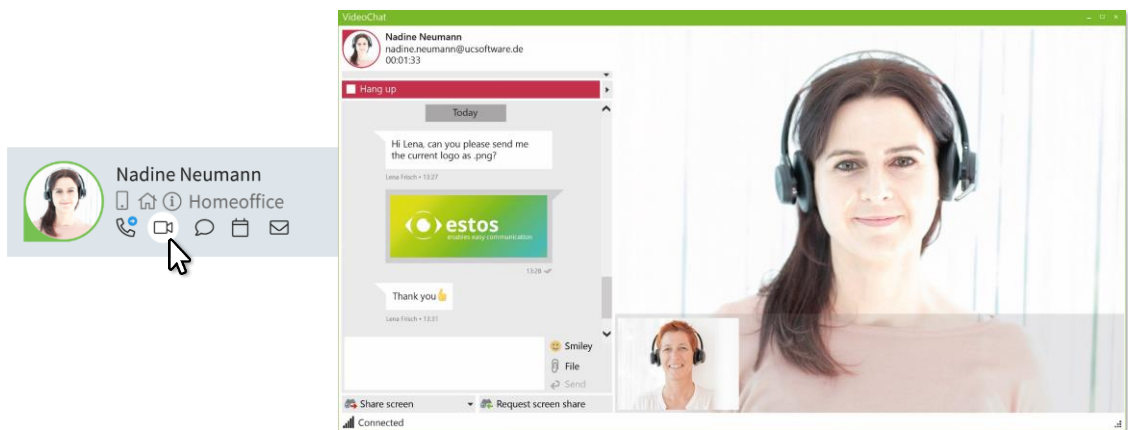
### SIP Phones

- Auerswald
- Mitel
- Polycom
- snom
- Yealink

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

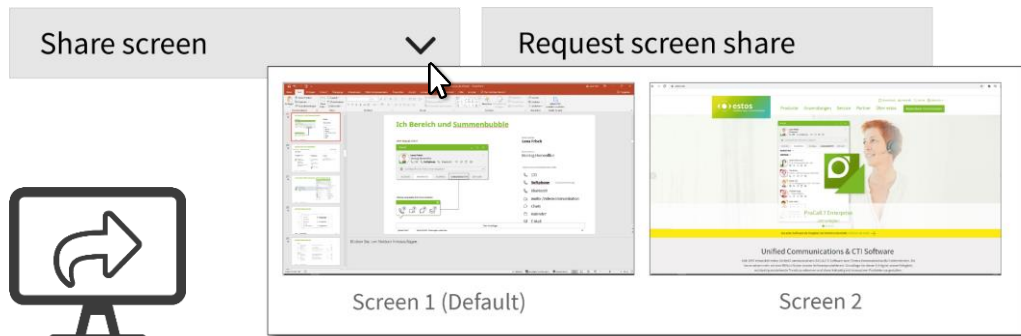
For easy commissioning and operation, estos offers drivers from the ECSTA series for the systems and end devices of many manufacturers.

## Face-to-face via video chat



If workstations are equipped with the appropriate **hardware** such as headsets and **cameras**, face-to-face conversations can also be conducted via **video chat**. In times of remote working and decentralized work, this type of communication is indispensable.

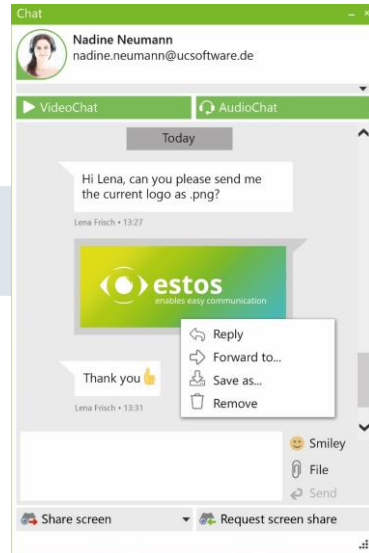
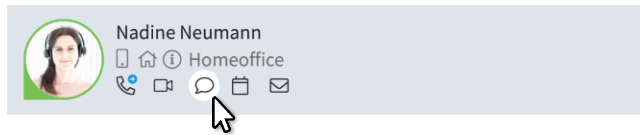
## Screen sharing



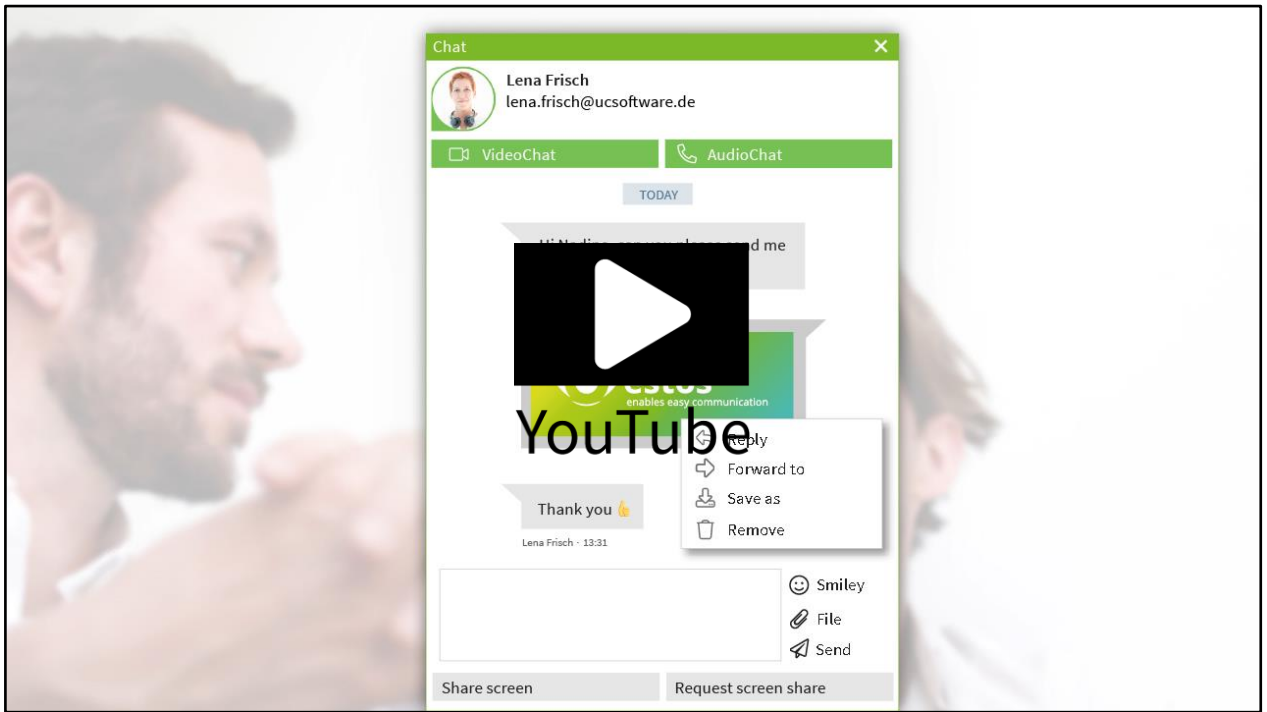
The user's own screen can also be shared for **joint work**. This allows the other party to **see the content displayed** there and, by optionally **sharing control**, it is also possible to **work on documents together**.

This also results in another advantage. **IT** can thus also provide support in the event of a fault and carry out **remote maintenance**.

## Text chat: Fast ad hoc communication



Text chat now offers media sharing with important configuration options on the company side. For example, the maximum file size can be set to save bandwidth and server memory. Blacklists for certain files can be used to prevent the receipt of malicious software, and automated or manual data cleansing on the UC server can prevent unwanted data piles from accumulating. Files, photos and videos can be conveniently shared by drag & drop via the chat window. The search function in the text history enhances the chat with something new: The reply/forward function, already established in everyday life.



<https://www.youtube.com/watch?v=AjW5MCXmfB8>  
Link to estos YouTube channel by clicking on the slide

## Personal journal

Channel	Typ
Call	! Missed
VideoChat	← Incoming
AudioChat	→ Outgoing
Chat	
Screen release	

Today ▾

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

esto

! 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! 🙌





ProCall logs communication across all communication channels and presents them clearly in the Personal Journal. Thanks to the pictograms, the entries can be easily distinguished according to the **channel used**. In addition, the **direction of communication** (incoming, outgoing) is also displayed and **missed communication** is specially marked.

The journal can also be **filtered and searched**.







## My communication at a glance

### Today ▾

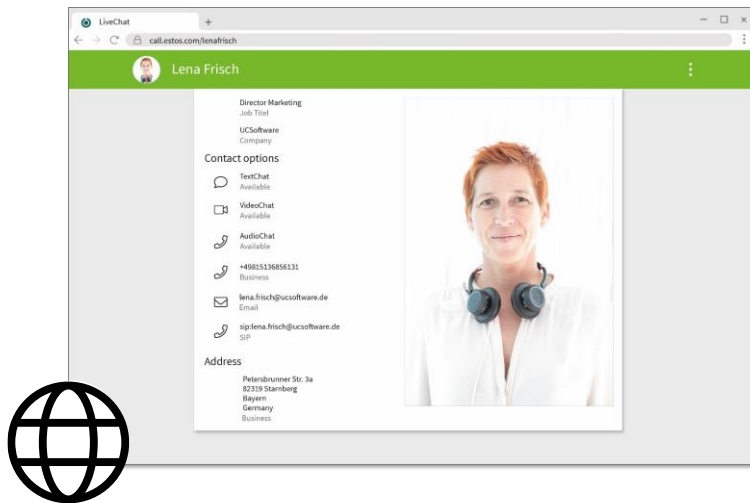
	Nadine Neumann estos_logo.png	nadine.neumann@ucsoftware.de	-	13:28
	! Stefan Frei	+49 8151 36856135	-	12:47
	→ Nadine Neumann	nadine.neumann@ucsoftware.de	0:57	11:43
	← Christine Lang	christine.lang@ucsoftware.de	3:04	10:16

### 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

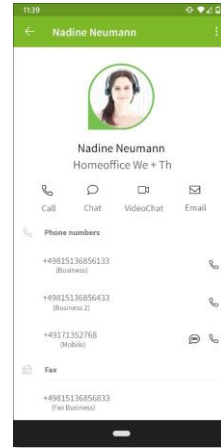
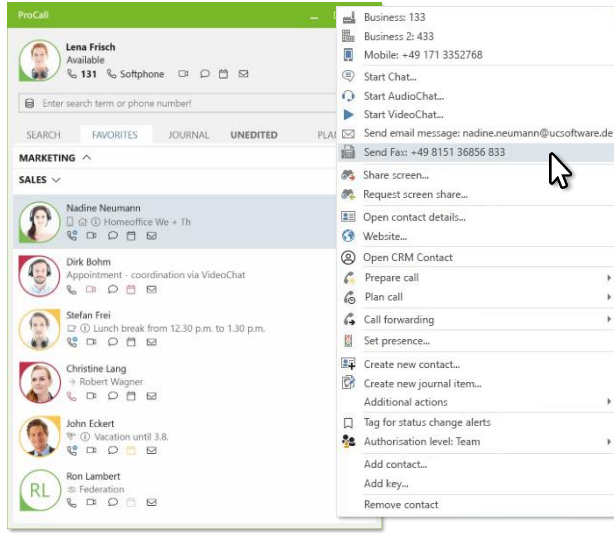
The **personal journal** shows the communication made and missed in chronological order. The communication channel, the communication direction, the name of the call partner, the number/SIP address of the call partner, the duration of the call and the time are displayed.

## Send a digital business card



ProCall users can send customers and interested parties the link to their digital business card. On this, in addition to the classic communication channels such as telephone numbers and postal address, the current presence is also displayed. In addition, the customer/interested party can also start an audio or video communication directly via the browser.

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



Optionally, ProCall can be expanded via estos ixi-UMS to include functions such as fax, voicemail and SMS.



## Supports the collaboration of teams and groups

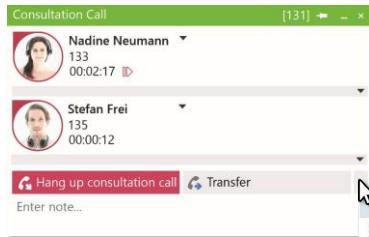
Productive teamwork is the basis for successfully completing complex tasks. ProCall supports collaboration within the company with **colleagues** and outside the company with **business partners** and **customers**.

# Telephone conference

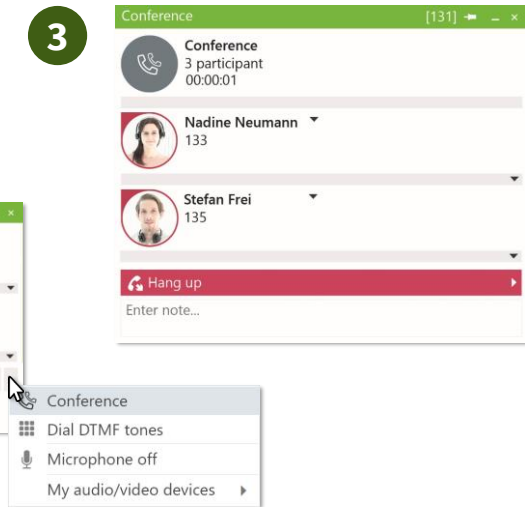
1



2



3

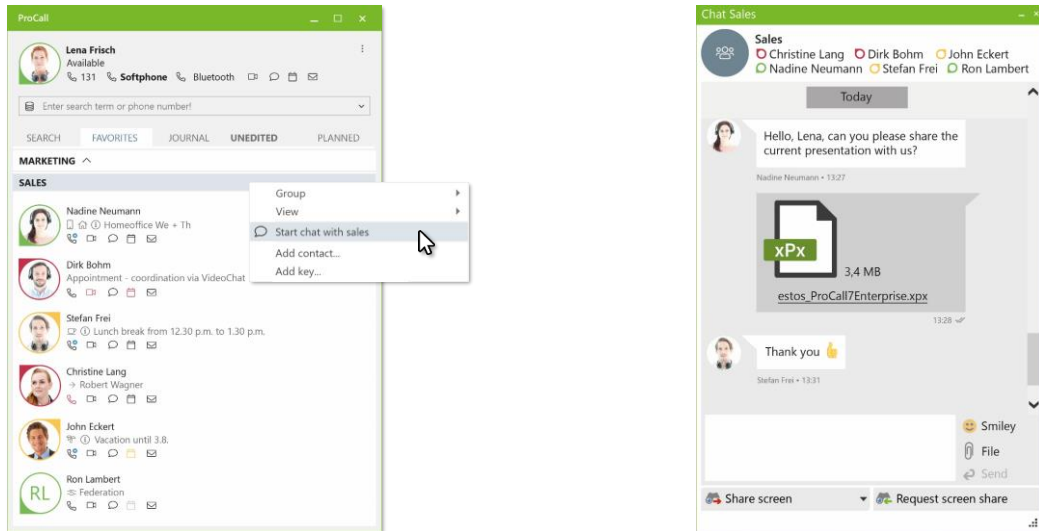


Conference calls with up to three participants can be conveniently initiated in three simple steps.

Active call => click on **Consultation** => select the call partner => click on **Conference**

Note: This function must be supported by the telephone system used.

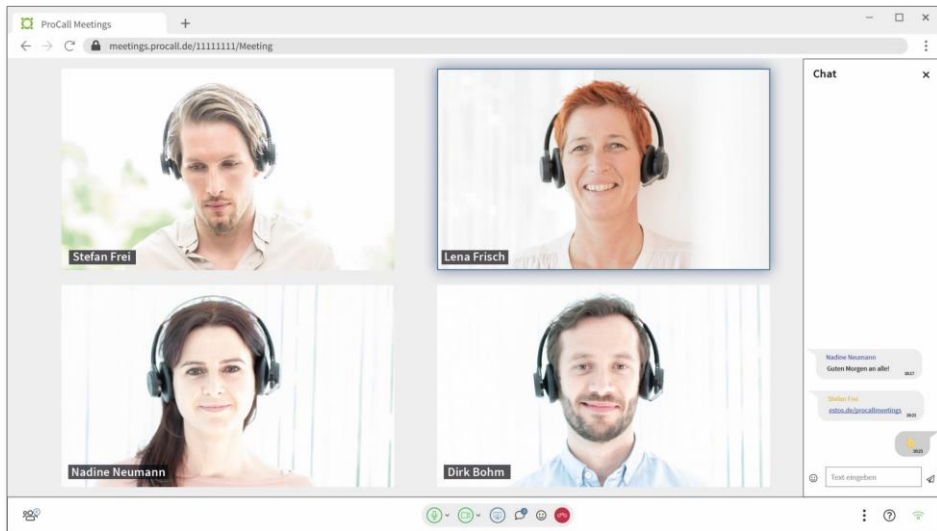
## Group chat: Quick consultation in small teams



A quick exchange of information in small teams is easily possible thanks to the **group chat functionality**. This is also suitable for sharing documents.

Members can be added to a chat individually. However, this is more convenient via the use of favorite groups.

## Optional: Video conference with ProCall Meetings



With the optionally available ProCall Meetings, video conferences with up to 20 participants can be held. ProCall Meetings is integrated into the presence management system of ProCall. If a ProCall user participates in a video conference, his presence is automatically set to "Busy – In Meeting".

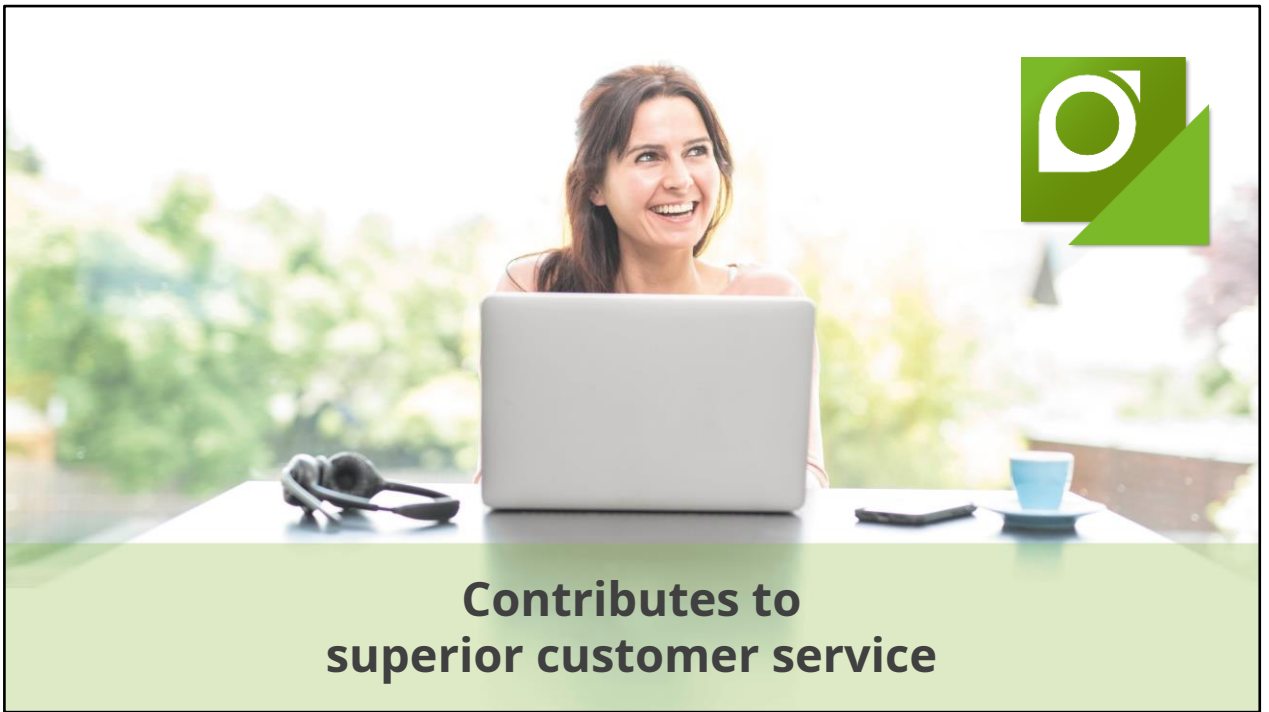
## Group journal: Keeping an eye on my colleagues' communication

TYP	CONTACT	REMOTE STATION	SPOKE WITH	DURATION	TIME
<b>Heute</b> ▾					
☒ ←	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
<b>Gestern</b> ▾					
☒ !	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

In addition to the personal journal, a group journal is also available. In addition to your own conversations, the conversations of group members are also displayed here. For example, during a call you can check with which other group member the call partner last spoke and, if a call note was maintained, what it was about.

The group authorizations are administratively specified via the UC server.

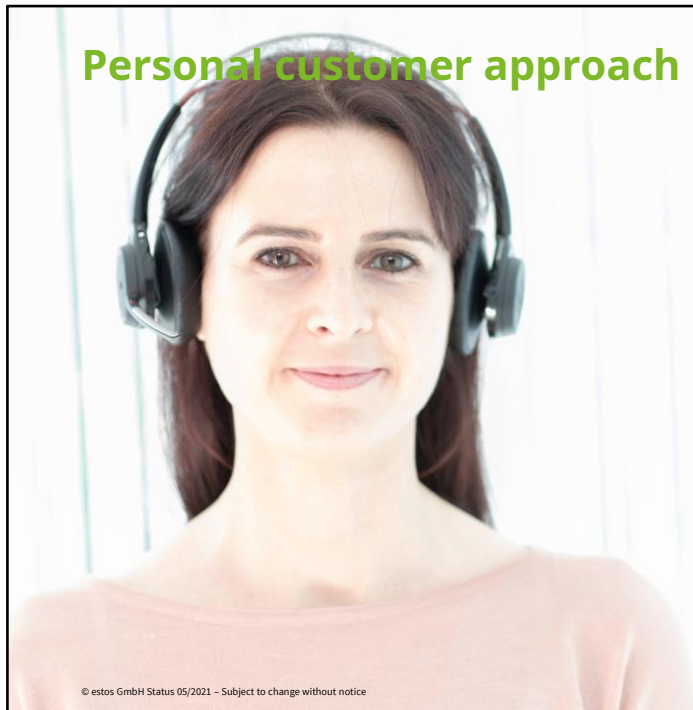




**Contributes to  
superior customer service**


Customer service as a distinguishing feature.

## Personal customer approach






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

Incomming call [133] — ×

 Robert Wagner  
+49 (40) 38145157

Media AG  
Finkenau 159  
20097 Hamburg

 Accept  Reject

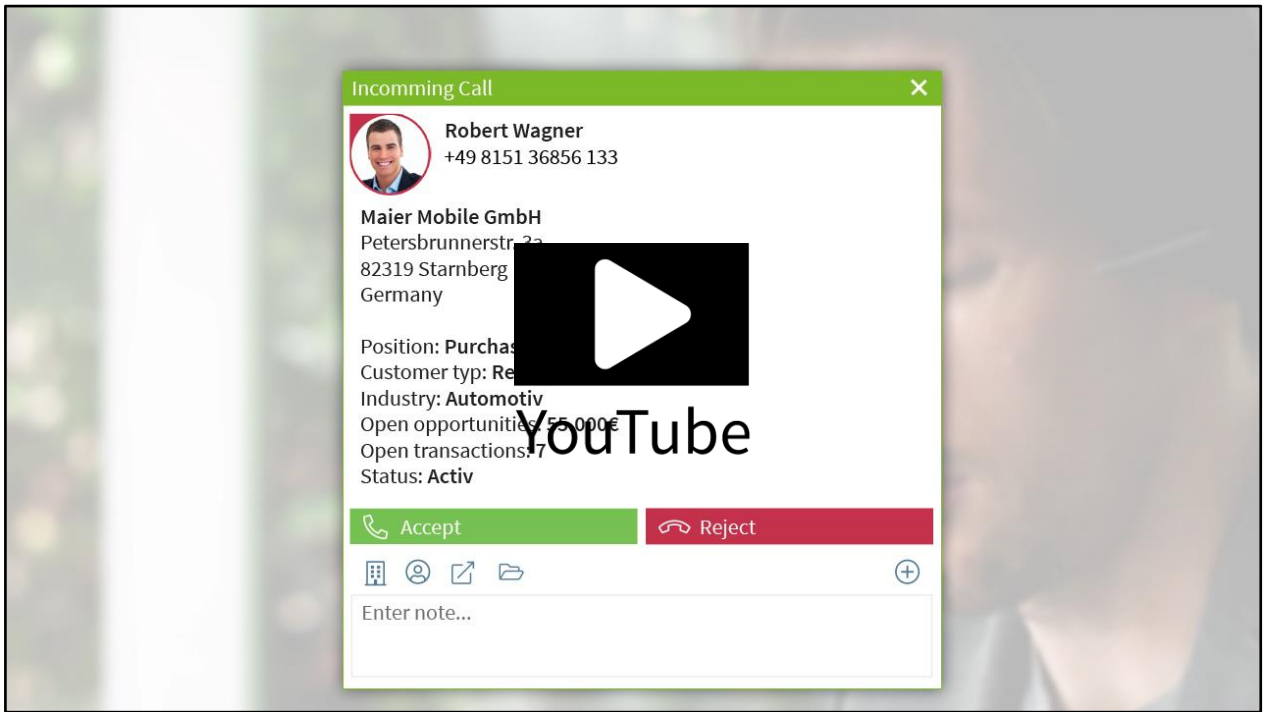
 Open CRM Contact

Enter note...

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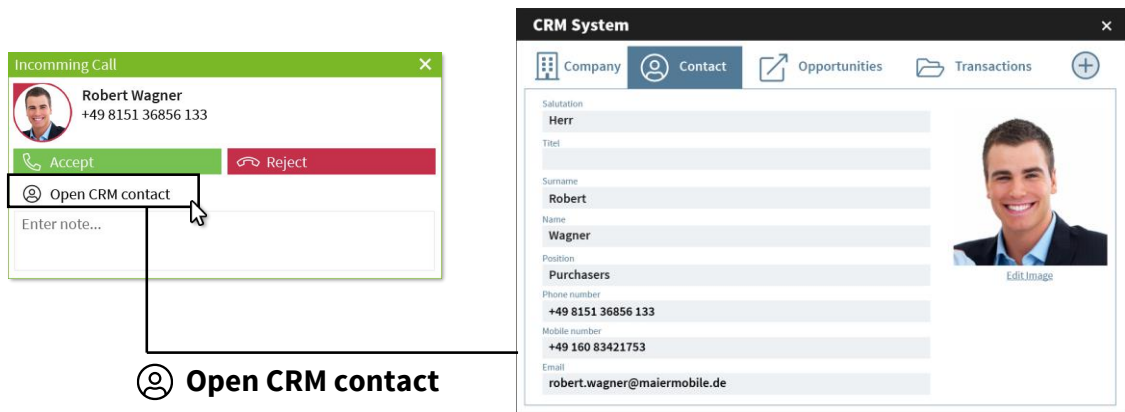
estos enables easy communication 50

A UC application provides the greatest value when it is integrated as effectively as possible into a company's business processes and workflows. Through **business process integration**, ProCall can be coupled with ERP/CRM or industry solutions. Until now, integration in ProCall was complex and required programming skills. Now, with ProCall, getting started with business process integration has never been easier.



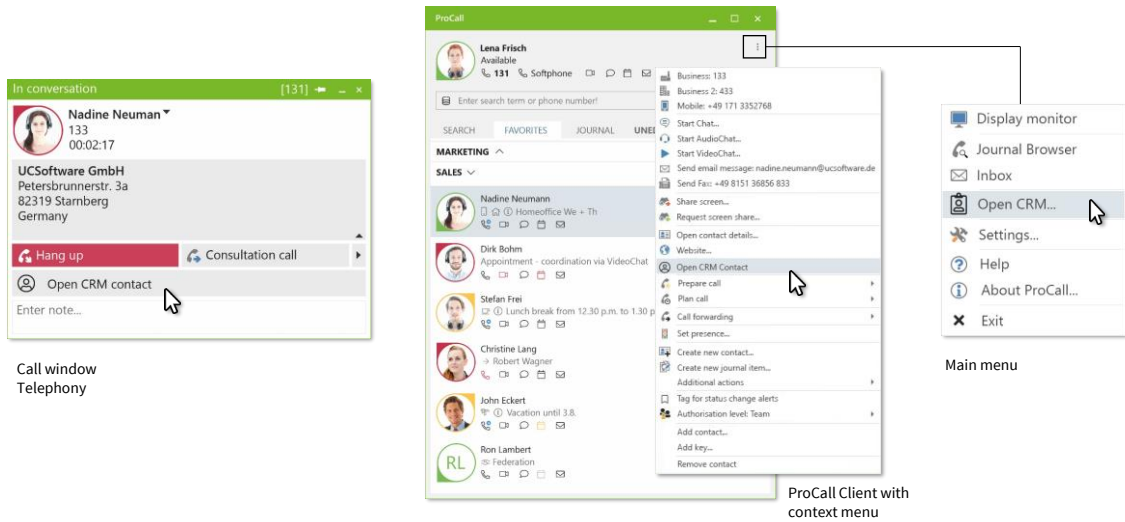
<https://www.youtube.com/watch?v=sk1B-xkOeJM>  
Link to estos YouTube channel by clicking on the slide

# Integration of common CRM, ERP and industry solutions



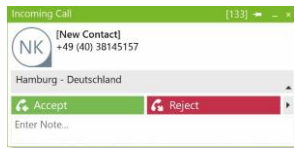
Integration takes place within a few steps and is very easy to install. Once the business process integration is complete, the link to an external system – for example, a CRM system – **appears immediately in the call window** when an incoming call is received. With one click, for example, the CRM mask of the current call partner can be opened.

# Call window or menu integration in ProCall



In addition to the integration of links in the call window, this also allows menu items to be easily added to the context menu and the main menu of the ProCall client.

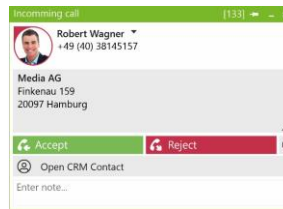
# Integration options according to customer needs



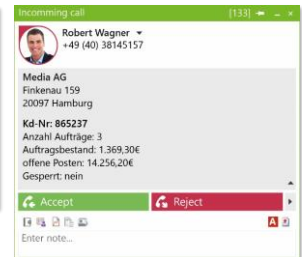
Without MetaDirectory



Contact data integration  
via MetaDirectory



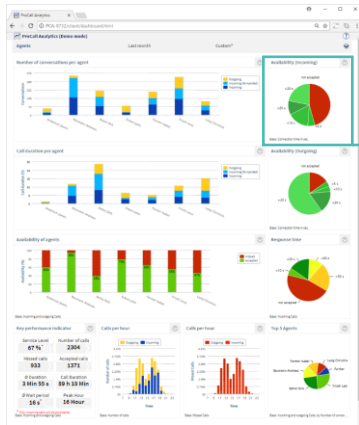
Simple  
business process integration  
with ProCall Enterprise



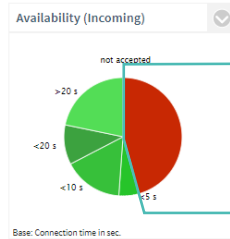
Complex  
business process integration  
as a service

The customer's requirements determine the **depth of integration**. This can vary from a **simple contact data integration** with MetaDirectory, through the new **configurative simple business process integration**, to **complex individually programmed integrations**.

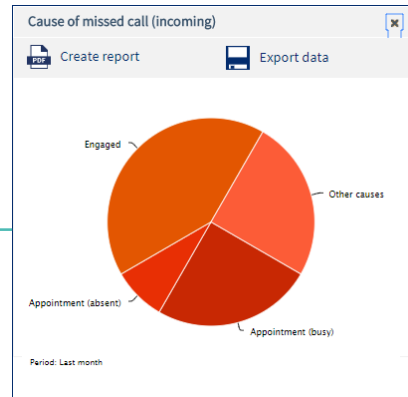
The advantage: Customers can start with basic contact data integration and gradually go deeper.



## Drill down function

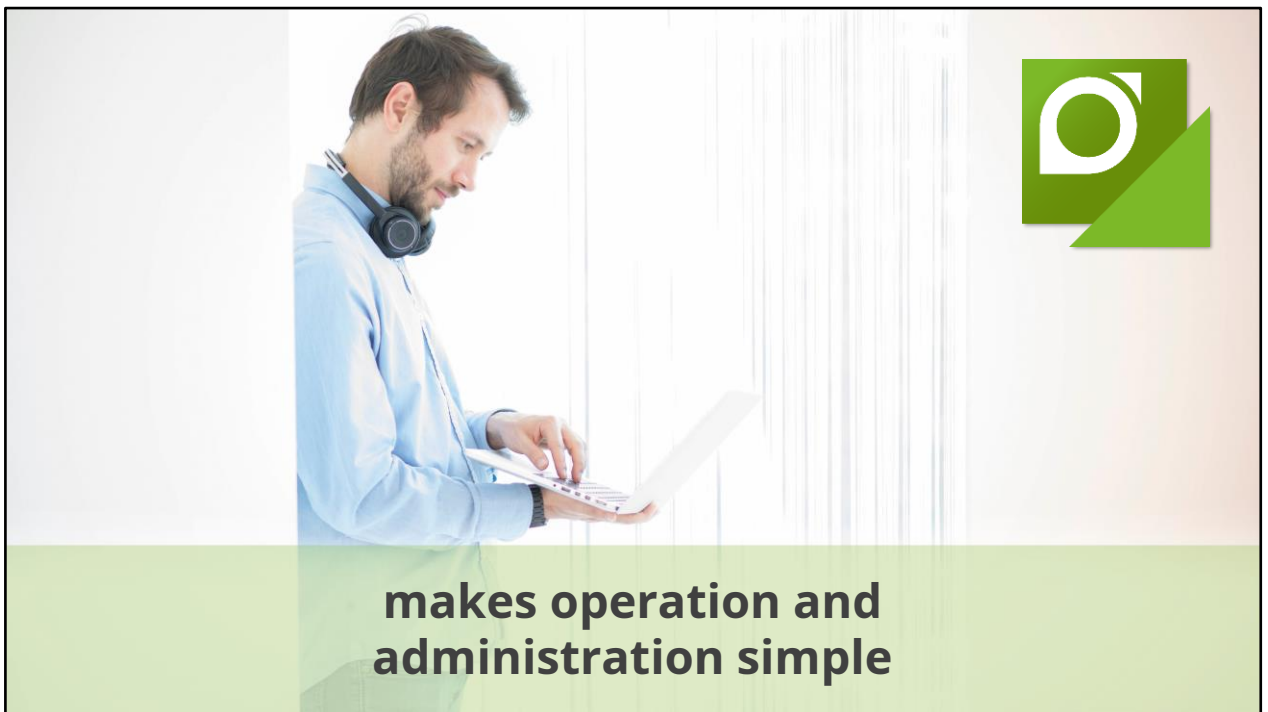


Unaccepted connections



Detailed information about the unaccepted connections

The **service level** is the most important key figure for a company's availability by telephone. How many seconds did it take for a call to be answered and how many of them were not answered at all? The **drill down function** provides a company with even more detailed information about why calls were not answered. For example, was it predominantly because employees were all busy on calls or were most of them in an appointment and therefore unable to answer? Here again, a company can find entry points to better plan its future personnel levels.



**makes operation and  
administration simple**

Companies must constantly adapt to **changes in the market** and new **technological requirements**. A **globalized economy** and ever-changing **national and international laws** demand a rapid response capability. **Social change** is transforming organizations. ProCall offers different possibilities to react to these circumstances in an uncomplicated and simple way within the communication solution.



# 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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