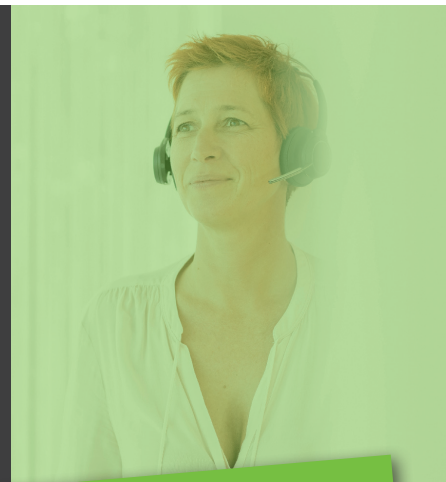# ProCall Enterprise

Unified Communications & CTI Software Suite:
Native client for Microsoft Windows

ProCall Enterprise means company communication without compromise. It combines all important communication channels in one application and enables location and device-independent communication with many options for integration.

The result: Satisfied employees, excellent customer service and a high quality of work productivity.

Maximum flexibility

A company's communication, both internal and external, is becoming increasingly diverse. Therefore, as a unified communications & CTI software suite, ProCall Enterprise offers its users maximum flexibility in their daily work.

FEATURES

Presence Management
The availability of all colleagues always in view – incl. MS Teams!

Computer Telephony Integration (CTI)
Control your phone easily from a call window on your PC.

Softphone Functions (SIP)
Make calls from your PC or smartphone – from anywhere!

Audio/Video Communication (WebRTC)
Audio/video telephony makes phone calls much more personal!

Instant Messaging (Chat)
Share info & files directly via chat – even with groups!

Screen Sharing for Video Telephony
Share the screen with the person you are talking to during video calls

Contact portal/Multimedia Business Card
Offer your customers a direct contact option via your website.

Federation
Network with your suppliers, customers and partners.

Different Locations (MultiSite)
Exchange presence & contact info across different locations.

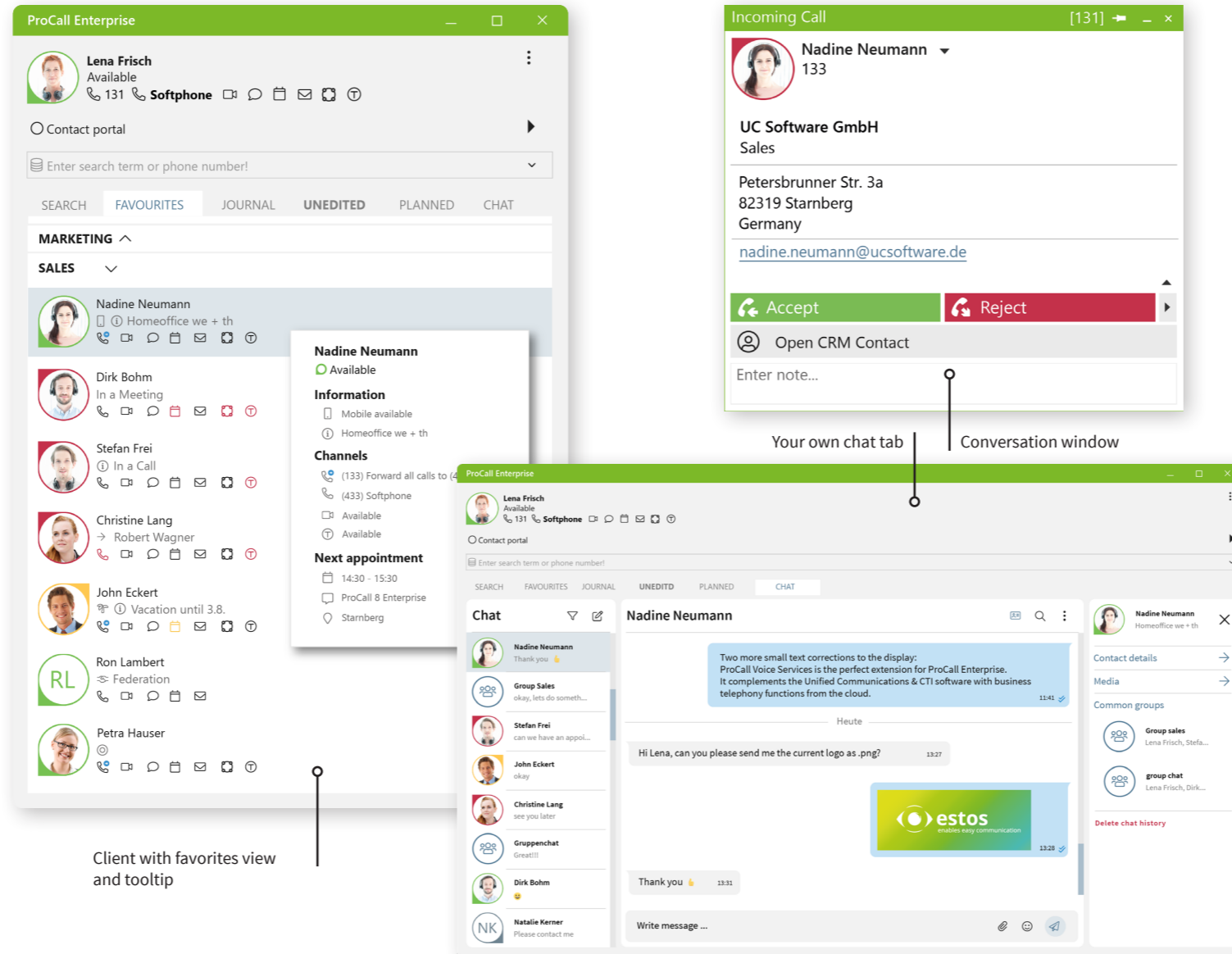**Different manufacturers (MultiVendor)**
Connect multiple phone systems! From the cloud or locally.

Cross device (MultiDevice)
PC, laptop, smartphone or tablet – work how and where you want!

VPN-less
Maximum flexibility: Use ProCall even without a VPN connection!

Client with favorites view and tooltip

Simple, location-independent and secure

Excellent accessibility, multiple communication channels and the secure, personal exchange of information contribute significantly to a productive working environment.

Your own chat tab   Conversation window

INTEGRATION

Microsoft Teams
With the integration of ProCall Enterprise in Microsoft Teams, it is possible to synchronize your presence and call status. For example, if a call is received via ProCall Enterprise during a meeting in Microsoft Teams, it is rejected – depending on the settings. Similarly, a call in ProCall Enterprise also affects the presence status and activity in Microsoft Teams.

ProCall Meetings
With the integration of ProCall Meetings in the ProCall client for Windows, you can use functions of ProCall such as starting, scheduling, and inviting participants directly in the ProCall client for Windows without having to switch to the ProCall Meeting platform.
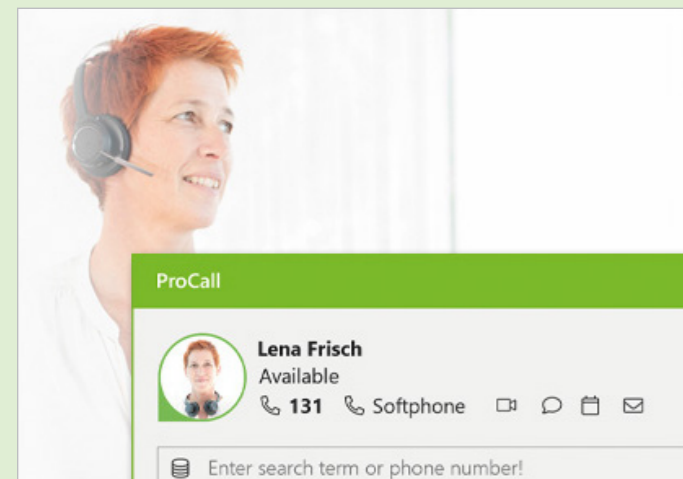
Contact Data (MetaDirectory)
MetaDirectory links contact data and is indispensable for business process integration.

Fax, Voice, SMS (ixi-UMS)
ixi-UMS enables the additional use of fax, voice and SMS.

Mobile Phone via Bluetooth
ProCall Enterprise offers not only CTI for your desk phone, but also CTI features for mobile phones.

SIP SOFTPHONE

More flexible, cost-effective and faster set-up of SIP lines via SIP equipment networking. There are two ways to implement SIP connectivity.

SIP participant registration
Here, a SIP extension is set up in the telephone system or each line of the UCServer.

NEW: SIP system networking
With the SIP trunk connection, the UCServer registers a so-called trunk in the telephone system.

VPN-LESS

Maximum flexibility: Use ProCall without a VPN connection!

With the ProCall 8 Enterprise Windows client, you can communicate without a VPN connection – whether you are in the office, working from home, or on the move – with the help of ProCall Mobility Services.

ProCall Mobility Services allows easy commissioning of ProCall Mobile Apps for Android and IOS, and simplifies the use of the ProCall 8 Enterprise's Windows client without needing a VPN connection.

UCCONNECT CLOUD SERVICES

UCConnect is estos' own platform for the cloud. It offers various components for companies that rely on the hybrid cloud concept and therefore operate software components from the cloud in addition to their own hardware. ProCall 8 Enterprise is licensed via UCConnect, and the mandatory software maintenance contract is managed.
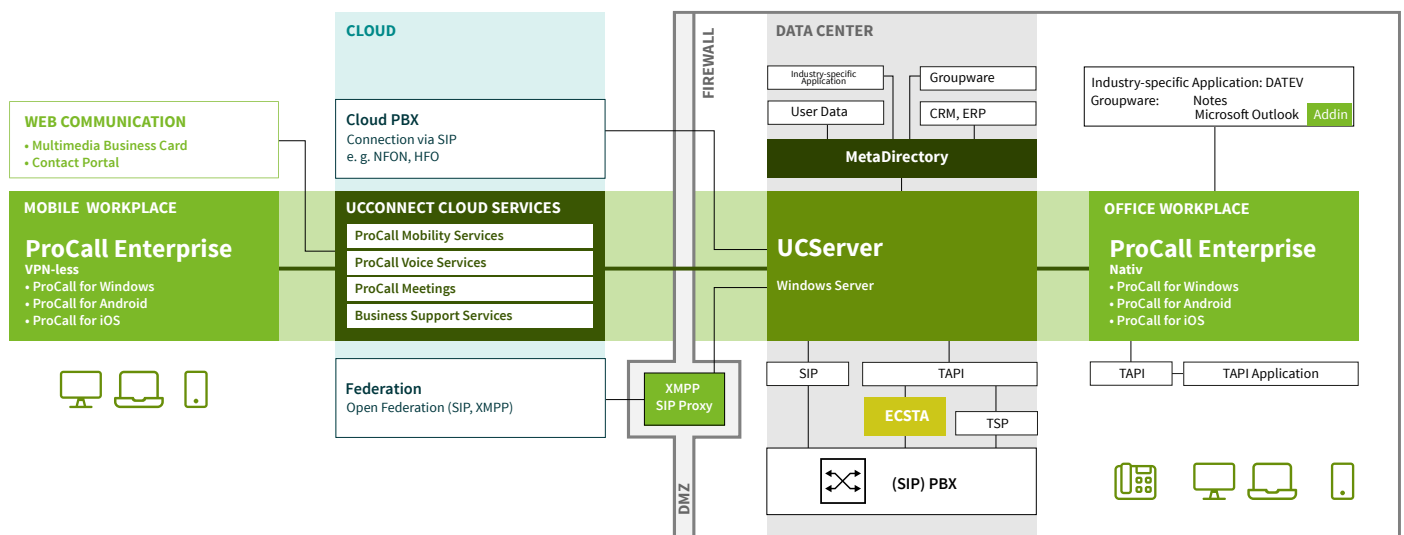
With a few clicks and without special IT know-how, the hybrid cloud services can be activated:

• ProCall Mobility Services for your mobile workplace
• ProCall Meetings for video conferences
• ProCall Voice Services, our new cloud telephone system

SOFTWARE MAINTENANCE AGREEMENT

The estos Software Maintenance Agreement is an integral part of ProCall 8 Enterprise and is automatically delivered with all licenses:

• Free access to all maintenance, service and major releases of ProCall Enterprise during the term of the contract
• Duration of 12 months with automatic renewal
• Overview of term and cancellation period in UCConnect

All technical information always up-to-date!
support.estos.de/en

estos.com