



estos

enables easy communication

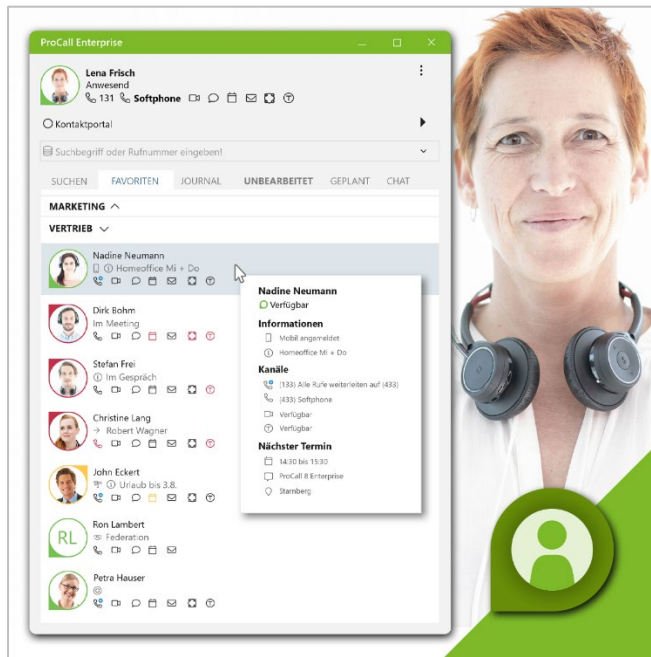


ProCall Enterprise

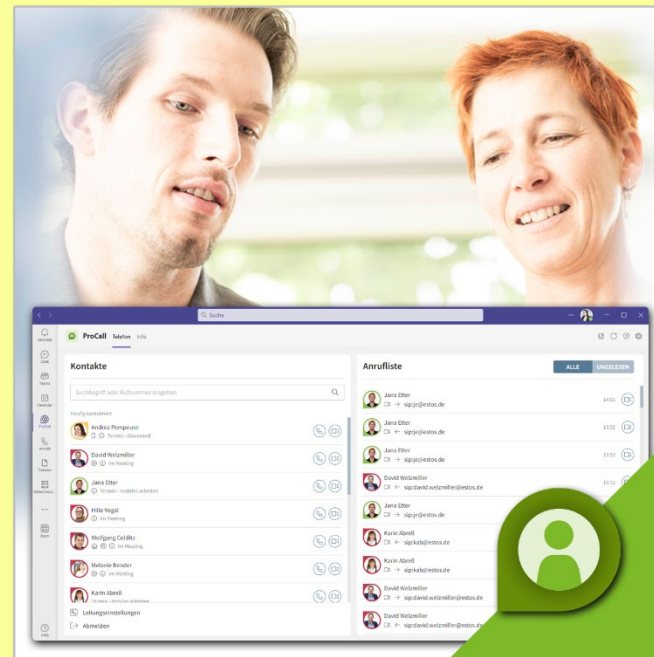
ProCall App for Microsoft Teams

Unified communications and CTI software suite

★ **NEW** ★



ProCall for
Microsoft Windows

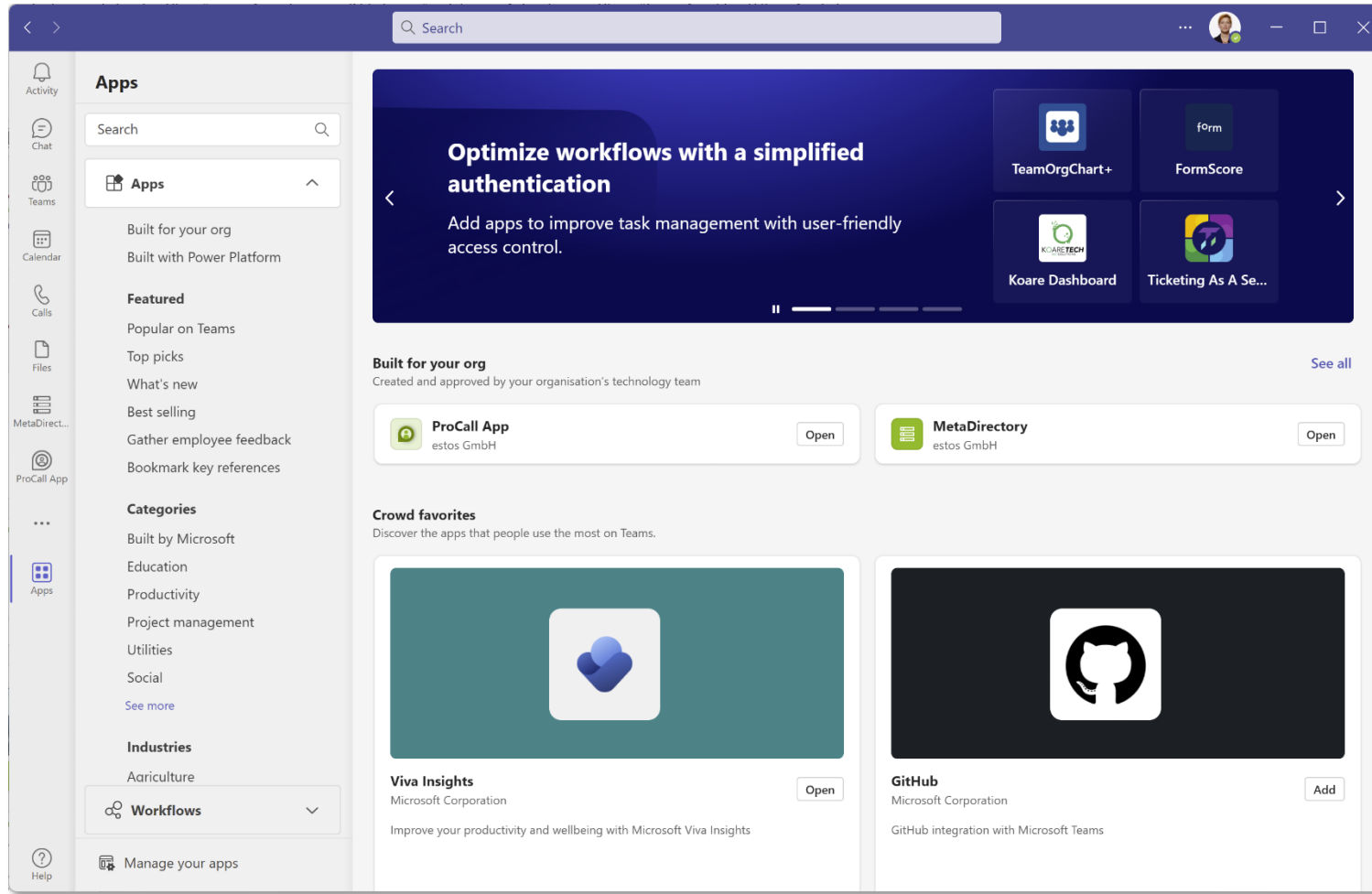


ProCall App for
Microsoft Teams



ProCall for
Android & iOS

ProCall App for Microsoft Teams



- Enables integration of **ProCall in Microsoft Teams**
- Extends MS Teams with **telephony features**
- App available from **ProCall Enterprise 8.2** users in combination with ProCall Windows client

Features of the ProCall App for Microsoft Teams



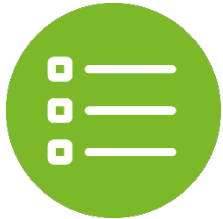
ProCall telephony in MS Teams

Start calls directly from Microsoft Teams (without SBC or Microsoft Telephony license)



Easy contact search

Contact search and information via the data sources/MetaDirectory connected in the UCServer



Clear call log

Overview of ProCall calls, as well as audio and video chats directly in Microsoft Teams



Further information

Information on calls & contacts (e.g. contact details, call notes, availability)



Flexible settings options

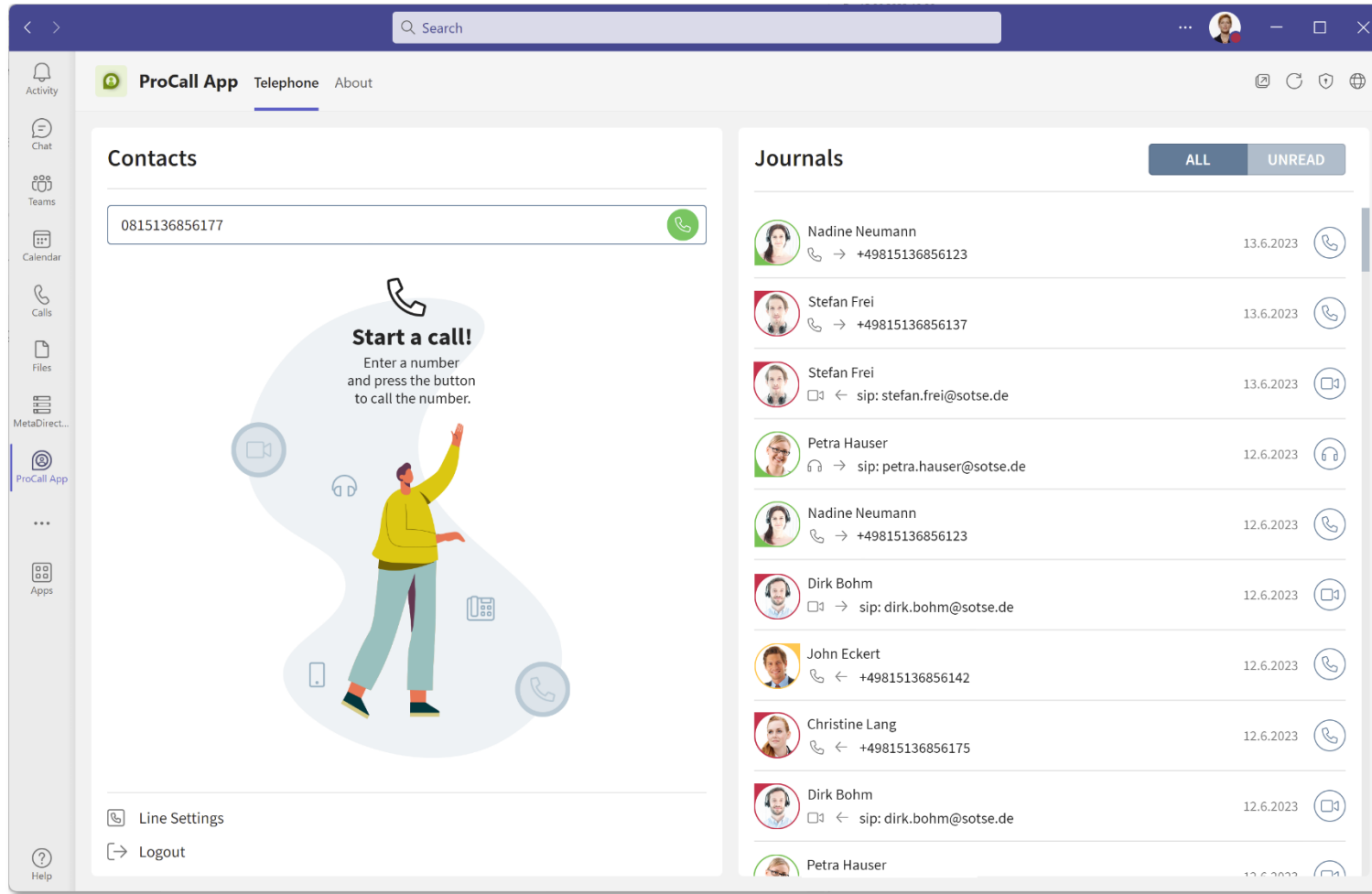
Make line settings directly in Microsoft Teams (call forwarding, remote office, call protection)



Presence management

The presence integration of ProCall Enterprise in MS Teams enables you to check the availability of colleagues and customers quickly and easily.

ProCall telephony features: familiar and popular



- **ProCall telephony in MS Teams**

Start calls directly from MS Teams

- without Microsoft telephony license
- without Session Border Controller (SBC)

- **Simple contact data search**

Contact search and information via the data sources connected in the UCServer

- **estos MetaDirectory** connects different data sources to the UCServer

Line settings

The screenshot displays the ProCall App interface. On the left, the 'Line Settings' panel is visible, featuring a dropdown menu for 'Line' set to '431'. Below this, the 'Call forwarding' section has a 'Number for call forwarding' field containing '+49815136856123' and a toggle switch that is turned on. The 'Remote office' section has a 'Remote Office' field and a toggle switch that is turned off. The 'Call protection' section has a 'Sets all lines to DND' toggle switch that is turned off. On the right, the 'Journals' panel shows a list of call logs with columns for contact name, phone number, date, and a call icon. The contacts listed include Nadine Neumann, Stefan Frei, Petra Hauser, Dirk Bohm, and John Eckert, with dates ranging from 12.6.2023 to 13.6.2023.

- **Lines**

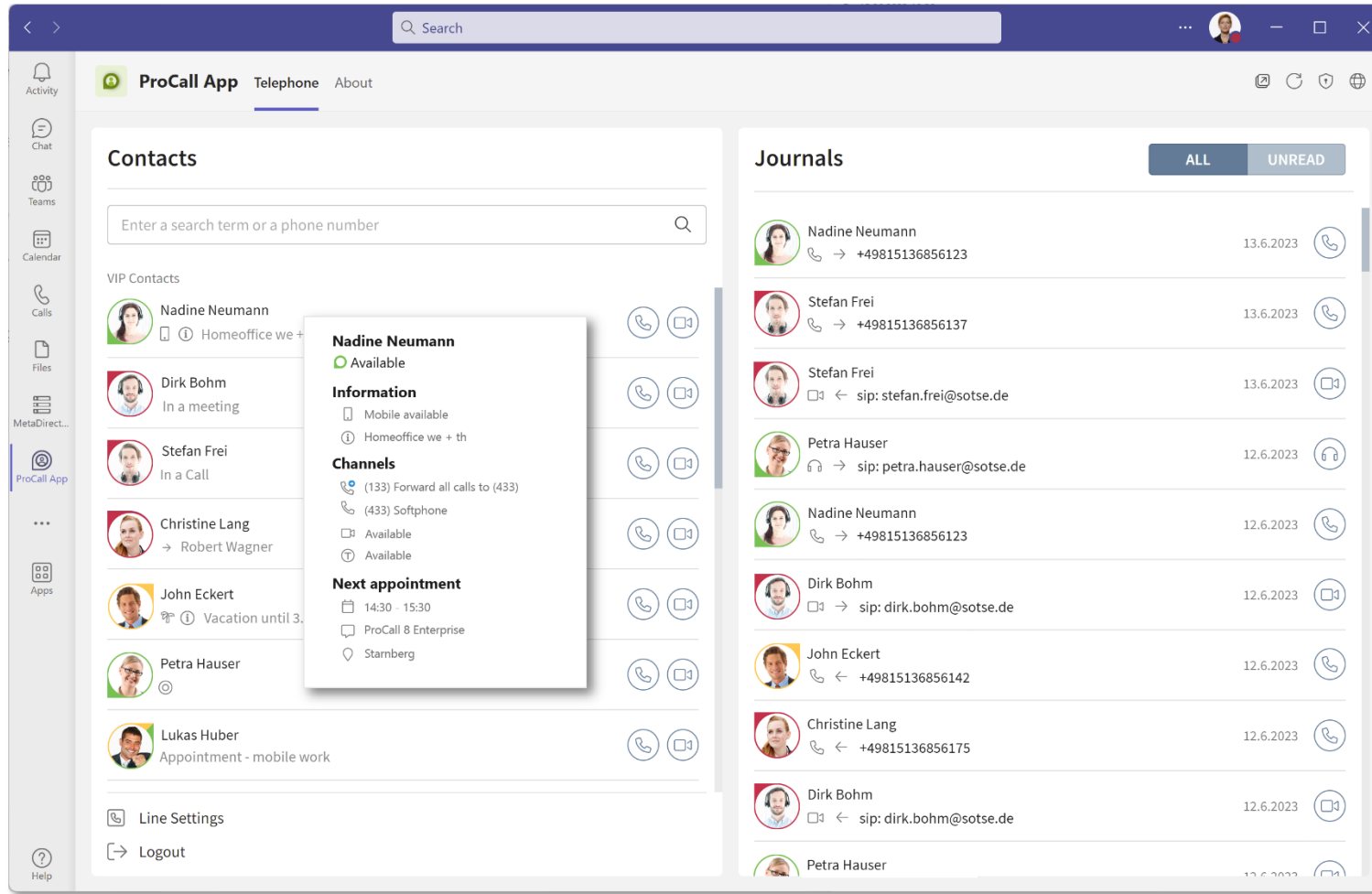
Here you select the line for which the following settings are made :

- **Call forwarding**
- **Remote office**

- **Call protection**

applies to all active lines

Contacts and call list: Keep an overview of everything



- **Contacts**

See a list of the people who contact you frequently

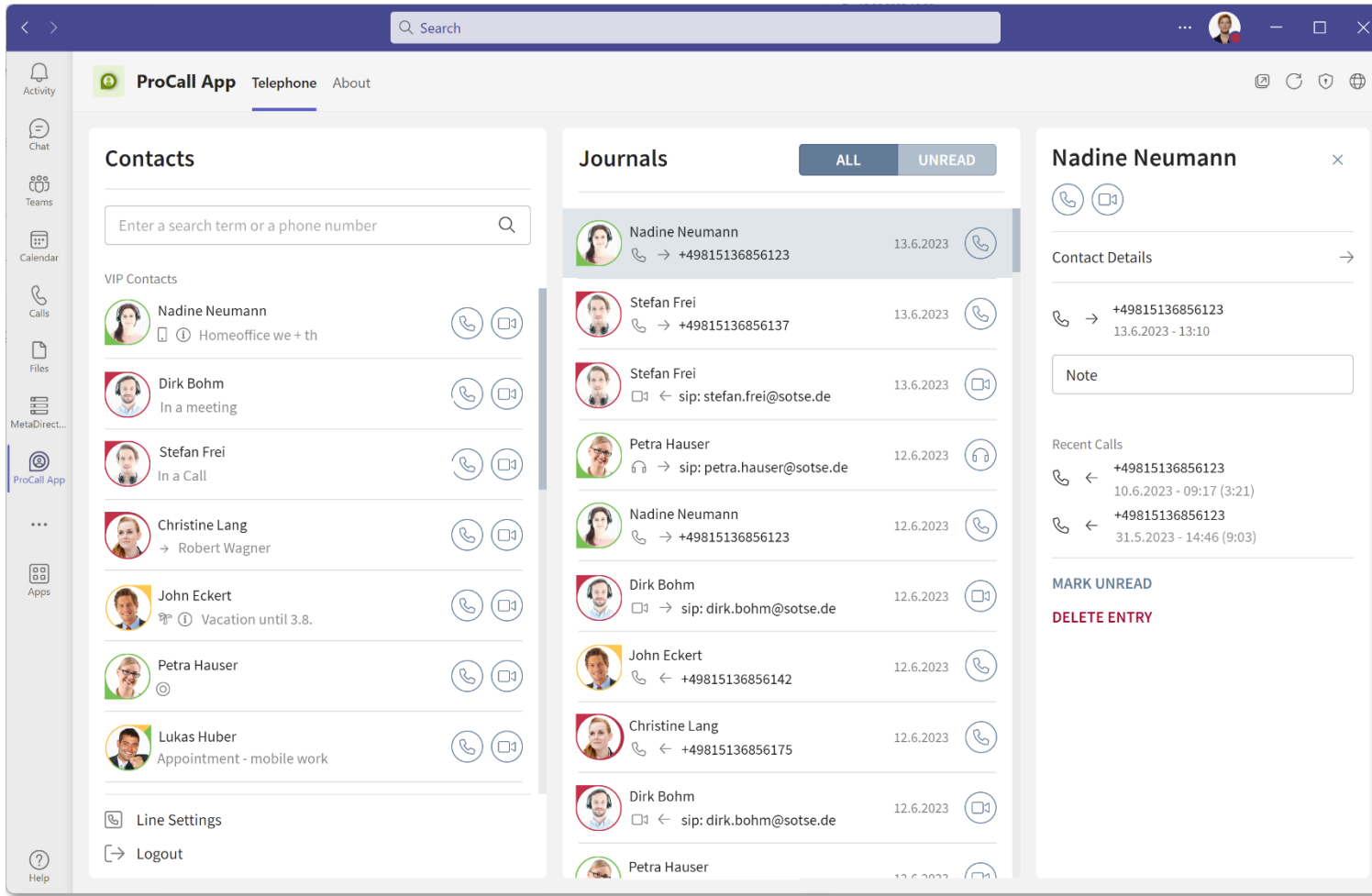
- Active contacts technology
- Tooltip

- **Clear call log**

Keep an overview of all calls made

- ProCall calls
- Audio and VideoChats

Contact details and presence management



- **Further information**

Get important information about your routed calls

- Contacts and availability
- Contact details
- Call notes

- **Presence management**

Excellent and sophisticated presence management

- **Presence integration:** bidirectional presence matching between ProCall and Microsoft Teams

Presence integration

Synchronize presence in ProCall Enterprise with Microsoft Teams

Presence ProCall Enterprise	Microsoft Teams Icon	Presence Microsoft Teams
Manual change of Presence in ProCall Enterprise		
Present	<i>no change</i>	<i>no change in presence</i>
Busy	<i>no change</i>	<i>no change in presence</i>
Do not disturb	<i>no change</i>	<i>no change in presence</i>
Inactiv	<i>no change</i>	<i>no change in presence</i>
Absent	<i>no change</i>	<i>no change in presence</i>
Unknown	<i>no change</i>	<i>no change in presence</i>
Presence change through communication in ProCall Enterprise		
phone call, Audio/Videochat	In a call	Busy
ProCall Meetings	In a call	Busy
Screen sharing	In a call	Busy
Presence change through appointment in ProCall Enterprise - Microsoft 365		
Appointment (available)	Present	Available
Appointment (busy)	Busy	Busy
Appointment (absent)	Absent	Absent
Presence change through appointment in ProCall Enterprise - calendar integration		
Appointment (available)	<i>no change</i>	<i>no change in presence</i>
Appointment (busy)	<i>no change</i>	<i>no change in presence</i>
Appointment (absent)	<i>no change</i>	<i>no change in presence</i>

Synchronize presence in Microsoft Teams with ProCall Enterprise

Presence Microsoft Teams	Microsoft Teams Icon	Presence ProCall Enterprise
Manual change of Presence in Microsoft Teams		
Available	Present	<i>no change in presence</i>
Busy	Busy	<i>no change in presence</i>
Do not disturb	Do not disturb	Do not disturb
Be right back	Absent	<i>no change in presence</i>
Display as absent	Absent	<i>no change in presence</i>
Display as offline	Unknown	<i>no change in presence</i>
Presence change through communication in Microsoft Teams		
1:1 phone call or video chat	In a call	Busy
In a meeting	In a call	Busy
Screen sharing	Do not disturb	Do not disturb
Presence change through appointment in Microsoft Teams - Microsoft 365		
Appointment (available)	Present	<i>No direct impact, these are displayed via Outlook integration</i>
Appointment (busy)	Busy	
Appointment (absent)	Absent	
Presence change through appointment in Microsoft Teams - calendar integration		
No calendar integration possible in Microsoft Teams other than Microsoft 365		

ProCall Mobility Services



Integrate ProCall App easily with ProCall Mobility Services

- Takes over the communication between **UCServer** and **ProCall App**
- Enables the connection of **mobile workstations without VPN**

Information & requirements for use

Information

- **Only available on Windows**
→ ProCall client and MS Teams client for Windows must be installed
- Included in ProCall 8.2 **free of charge**

Requirements for use

- ProCall 8 user license (available as of ProCall Enterprise 8.2)
- UCServer 8.2 with Webservice HTTPS enabled
- Active estos Software Maintenance Agreement (SMA)
- When connecting via UCConnect, the Mobility Service license must be purchased
- Currently MacOS, Android and iOS are **not** supported



General product information

estos.com/products/procall-enterprise/procall-app-fuer-microsoft-teams



estos partner portal and shop

my.estos.de



Technical information

support.estos.de



Service portal for hybrid cloud services and business support services

portal.uconnect.de



estos

enables easy communication