ESTOS
Communication Solutions
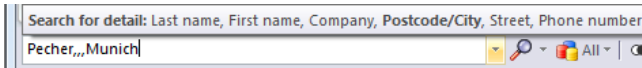
Search for Contacts (Hotkey F10)
Enter the appropriate search term in the ProCall search line and all connected contact datasources will be scanned simultaneously and automatically. Depending on the configuration the search, results will be listed including hits from personal and public folders or, if necessary, until a result has been found. Additionally the search can be restricted to one single data source. Thanks to an intelligent search filters (search parameters separated with comma) also more complex search requests can be handled. By entering criterias like "Pecher ,,, Munich" the search mechanism filters the number of results to "Pecher" from "Munich".

Search for detail: Last name, First name, Company, **Postcode/City**, Street, Phone number
Pecher,,,Munich

Search Result => Actions
The selected search result, the so called „Active Contact" can be processed with various applications by clicking the right mouse button. The possible actions depend on the available information per contact.

Search Result => add into Favourites or Monitor
The search result can be added via „drag'n drop" or a dialogue to the favourites or in the monitor. There all „Active Contacts" can be classified automatically or individually. It's possible to group whole organization structures and project teams. By "drag 'n drop" groups can be also visualized in a tab on the monitor.

Contact details
By clicking on the contact, contact specific details can be shown. As part of the contact details, a call journal shows call data records related to the contact. Additionally also corresponding to do's can be planned as tasks and tracked for each contact.

Presence

Set and identify Presence Status

The presence status is generated by pre-defined rules based on the various services: calendar (busy/available), telephony (busy-in a call) and system (logged-in/logged-out) are defining the presence state of the user. In addition to this, the user can also change his presence status manually and publish a note. Every logged-in user has a distinct presence status.

ESTOS ProCall offers the following presence statuses

 Green
Available

 Do not disturb

 Red
Busy

 Yellow
Absence
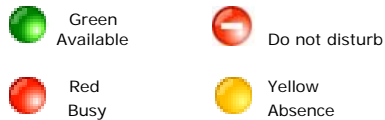
 Define the Presence Status for somebody else
Depending on the user authorization the presence and the note for somebody else can be changed.

Calendar Service
To display information about meeting data from your Outlook Calendar - depending on the configuration – no / private and or public calendar entries will be supplied to the server and provided for other users.

 Open the Calendar of other User
Directly out of the context menue the Microsoft Outlook Calendar can be opened and meetings can be inserted (dependent from authorisation).

Status of Telephone Lines

Additionally to the presence state of users, the state of a telephone can be displayed.

 Green
Line is available, no active call

 Red
- Line busy, active external call

 Yellow
- Line busy, active internal call

Furthermore the following information can be displayed

- "Call Forward" active

- „Do not Disturb" active

Log-in/Log-out (System-Service)
The presence state is changing automatically by logging in and off the system.

Messaging

 Send E-Mail to Contact
Via the context menue (right mouse-click) an E-Mail can be sent adhoc with the standard E-Mail client. This function is available for all included contacts.

 Overview of all E-Mails in the Inbox
A bubble window informs with a summary about all incoming E-mails, instant messages as well as missed calls. Furthermore planned calls are displayed. The content of the bubble windows can be configured

 Sending of SMS Messages (option)
For using the SMS functionality user need to have the appropriate rights for the CTI-Server. SMS Messages can be sent to all contacts with mobile number via the contact's context menue.


Instant Messaging (IM)

 Sending of IM/Chat
Messages can be sent to users via the context menue. All logged in users can be invited to a chat session. The integrated IM system supports between 2 and 30 participators. New members can be added to or removed from a session. A history offers a convenient overview to stored chatfiles. Hyperlinks to websites, E-Mail-addresses and phone numbers are marked and can be easily activated with a mousclick.

 Chat Moderator
The Moderator is the initiator of a chat with enhanced rights. The moderator cam add or remove IM participants.
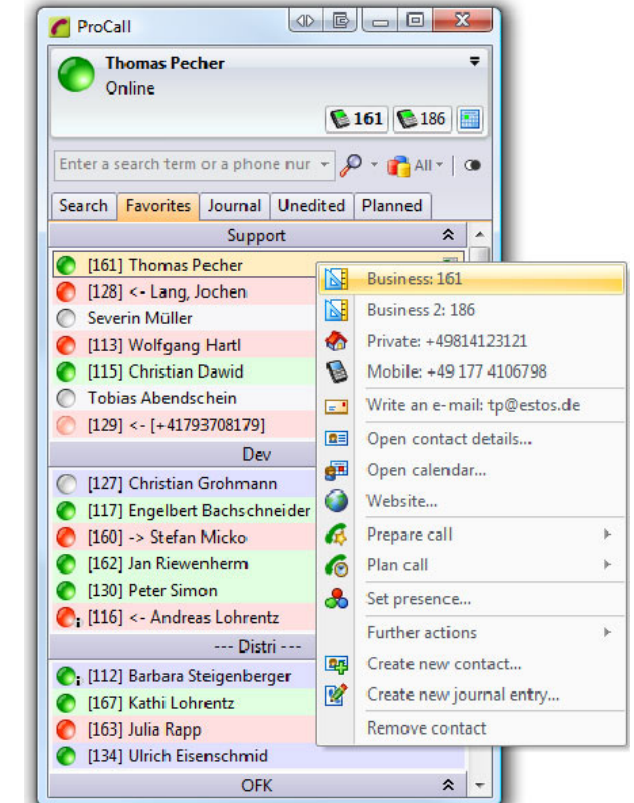
Further Activities

 Set "call forward" for someone else
If user rights allow, a call forwarding can be arranged for somebody else to a user's phone number via the context menue.

 Plan a route to a contact

If the complete address information of a contact is availabe in the database, a route can be planned from the user's default location to the address of the contact's with a mouseclick (Internet access necessary)

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ESTOS ProCall displays calls in the so called conversation window. For incoming calls available contact data of the caller is displayed. If more than one contact is shown up all lower-ranked search results can be shown by clicking on the symbol with the double arrow. The Buttons in the conversation window allow the dynamic control of the call.

The available features depend on the call state and the PBX:

- Forwarding a call before accepting the call
- Accept a call, finish a call
- Hold, call back, if available - transfer a call
- DTMF dial buttons to enter single digits (e.g. for phone banking)
- Record a call
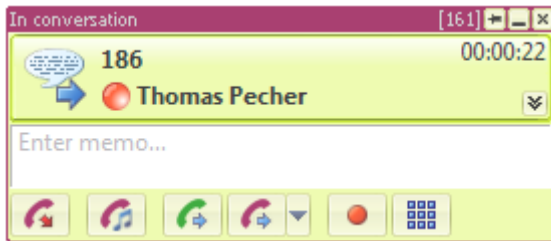
Also the effective duration of the call is shown.

Call Signaling via ProCall Monitor
On request the ProCall Monitor pops up if a call comes in.
The monitor also includes some functionalities to control a call.

Contact Data Resolution for Incoming Calls
Further contact details will be shown dependent on the existing contact base. With a special contact data provider service used (ESTOS MetaDirectory), the contact data resolution can be enhanced enormously, because all data sets from the directory can be used for reverse search.

Add new Contact
To add a new phone number to your PIM, the phone number or the according contact set can be easily inserted into Microsoft Outlook, Lotus Notes or Tobit InfoCenter. Missing or wrong contact details just need to be amended or changed.

Saving of Notes
During a call all contact- or call-related notes can be edited in the conversation window. The inserted notes will be saved in the personal journal file and can be provided to other users via the journal.

Outgoing Call

Simply dial with a hotkey from various applications (F8 & F9)
By using the hotkey-buttons, calls can be easily made and finished by keypress. By marking the phone number with the mouse and pressing the hotkey-button (F8) a call can be initialized. To finish the call press (F9).

Missed Calls
Missed calls will be automatically saved in the call journal and marked fat as "unedited calls". As an option also an E-mail can be generated and sent to the personal inbox. The missed call record is "click2dial"enabled.

Prepare a Call
You can prepare a call, by placing a conversation window like a sticky note on your PC-desktop as a reminder. This feature can be also used for your private calls. The conversation windows remind you regarding your outstanding calls und enables their ad-hoc call processing.

Mark Calls as private
A call can be also prepared as private call. Other ProCall users can see that there is a call, but neither contact details, nor phone number.
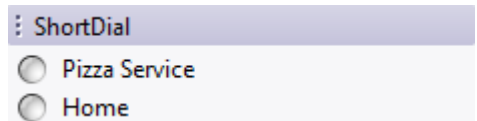
Project Parameters
By defining project parameters all dedicated calls can be allocated to a specific project. This offers the possibility of a future analysis of these calls.

Multi-Functional-Buttons
Dialing shortcuts for external contacts or buttons for controlling the PBX (e.g. door opener) can be easily defined manually or with drag n' drop.

Journal

Journal
All calls are archived in the personal journal. To achieve a good overview of all calls various filters are available to focus on the relevant results. Notices and projects are shown up, if they had been entered in advance for the specific call record.

Journal – Contact Details

The ProCall contact details can inform, which ProCall users have spoken with a specific contact (for internal and external calls), if authorisation allows that.

Unedited Calls

Missed calls are automatically saved in the journal and are marked fat as "unedited calls". Furthermore also an E-Mail can be sent to the user's personal inbox. Hereby a simple "click2dial" is possible from all applications.
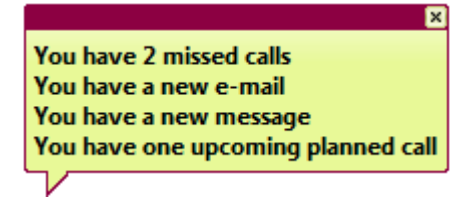
The information bubble offers direct access to the most important functionalities including missed calls, your new E-Mails or the ESTOS IM history. Furthermore planned calls can be reached here.

Plan a Call

Plan a Call
ESTOS ProCall offers a comfortable functionality to plan calls and track the status. For each planned call, notes can be saved and - if needed - a reminder can be arranged.