

# ESI eCloud PBX™



Estech Systems, Inc. (ESI) is a premier provider of cloud-based unified communications and traditional on-premises solutions, specializing in small to mid-sized businesses (SMBs). Since 1987, ESI has developed innovative and uniquely-integrated solutions that are easy to manage and even easier to use. With a portfolio of affordable and differentiated solutions that enhance the user experience, ESI makes it easy to communicate.





The benefits of selecting cloud-based solutions over traditional on-premises systems have been well documented. With providers boasting predictable costs, flexible scalability, maximized QoS, reliable business continuity options, and automatic updates, it is easy to assume that all cloud-based solutions are the same. This, however, is simply not the case. Just as it did with legacy communication solutions, ESI has once again differentiated itself from the rest.

### Why is the ESI eCloud PBX So Unique?

The ESI eCloud PBX™ solution delivers an end-to-end communications experience like none other. Its intuitive design and unique integration make it easy to manage – and even easier to use – all while delivering an in-depth, real-time view of a business' communications. By utilizing ESI Intelitouch™ – the unique system-level integration between the system and the user devices – changes made on one device are instantly synchronized with all the other connected devices linked to that user, such as a mobile device, desktop phone, or the web-based Cloud Communications Dashboard. This means that an ESI Business Phone can be quickly programmed and personalized to meet an individual user's communication preferences.

Users can easily customize call routing and scheduling options, ensuring that incoming calls are always properly routed to the preferred device. Additionally, advanced features such as one-touch call recordings, visual voice mail, co-worker presence visibility, and on-demand audio conferencing enhance an already impressive feature set. Businesses also benefit from unlimited calling plans for North America, potentially saving thousands of dollars per year in charges for local and long-distance calls.

### Carrier-Grade Cloud Network

Any cloud-based solution is only as good as the network it is built upon. ESI's hosted (cloud) infrastructure is built on a solid network for optimal performance. The multi-million dollar, carrier-grade data center facilities sport geo-redundant servers for each function and a multi-layered approach for voice and data routing; all backed by a comprehensive support organization. A stateside Network Operations Center (NOC) operates 24/7 to provide fast, reliable support offering proactive monitoring to ensure optimal service levels and maximum uptime.

### Role-based User Seat Options

The ESI eCloud PBX™ solution has flexible, role-based user seat options for the perfect blend of features and functionality based on individual user requirements.

Plus, an ESI Business Phone is included FREE with every user seat subscription! For a list of features by user seat type, please refer to the list on page 4.

### Revolutionary Business Phones

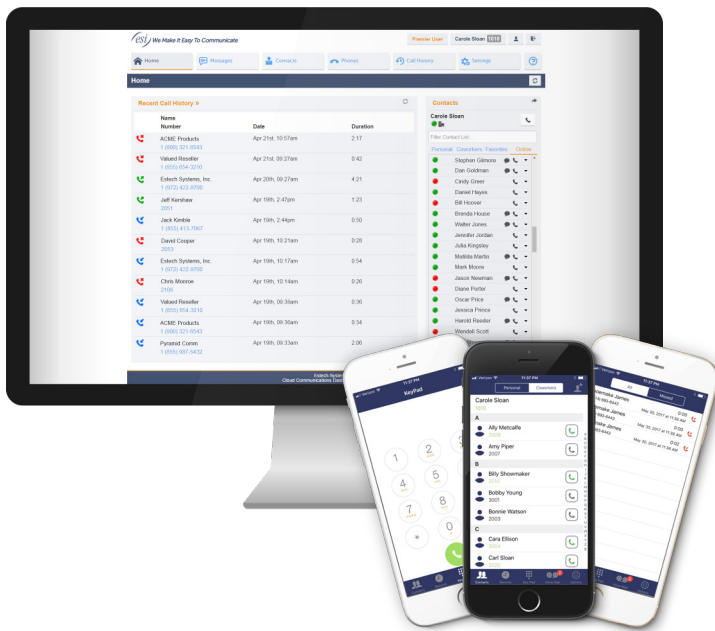
For nearly thirty years, ESI has striven to perfect the desktop phone as the hub of business communications. Purpose-built with an intuitive design, ESI Business Phones are loaded with advanced capabilities that put the everyday features that users rely on right at their fingertips. Other companies may sell generic phones with their systems, glossing over the issues that stem from adding third-party devices to their solutions. ESI, however, designs and engineers its phones to work seamlessly with ESI solutions, delivering an unmatched level of integration and the best user experience available.

### Award-Winning Solutions

The ESI eCloud PBX was named a 2015 Product of the Year and 2015 Unified Communications Product of the Year by *TMC.net* and *Internet Telephony magazine*.

The ESI ePhone7 is the flagship phone for ESI's cloud-based solution and has been named a 2017 Product of the Year by *TMC.net* and *Internet Telephony magazine*.





## ESI Cloud Communications Dashboard (CCD)

The web-based Cloud Communications Dashboard provides a centralized view of a user's communications activities. Users can view voice mail messages, call history, contacts, and presence availability. The dashboard enables users to view and manage their phone status and key programming with a one-touch approach.

## Go Mobile with ESI ePhoneGO™

With ESI ePhoneGO™ on-the-go users can use their personal smartphones to communicate while maintaining individual privacy, yet remaining connected to the corporate phone system. Using Single Number Reach, there is no need for staff to share their personal phone numbers with colleagues or customers - as calls to their regular extensions are routed to their mobile devices, and outgoing calls only show the company's number of the receiver's Caller ID. Other features include call recording, call management options and aggregated contacts.

## ESI eCloud PBX: Key Features



**Visual Voice Mail:** A voice message arrives as a .wav attachment in your email inbox and can also be reviewed via the Cloud Communications Dashboard.



**Contacts Management:** View and manage your business/personal contacts. Sync from Google Contacts or import from Microsoft Outlook and Apple vCards.



**Personal Conference Bridge:** Create, view, mute and remove participants. Also includes a dedicated number and customized greetings.



**Click-to-Call:** With this tool, users make just one click to place calls to numbers found in emails, websites, and most web-based CRMs.



**Contact Center:** Even a small contact center can experience enterprise-grade features and reporting capabilities. Seat types include Supervisor and Agent.



**Voice Mail Transcription:** This feature provides users with a written transcript of received voice mails without the need to listen or download the .wav file.



**Presence Visibility:** Color-coded indicators show users which co-workers are available, on a call, or in Do Not Disturb (DND) mode.



**Call Routing & Scheduling:** Easily create, manage and customize call routing schedules using intuitive prompts that walk users through the set-up.



**Customizable Preferences:** Users can quickly program their phones from the Cloud Communications Dashboard to meet their individual needs.



**Secure Chat:** Send and receive secure, peer-to-peer chat messages with other users connected within your corporate contacts directory.



**Multiple Phone Support:** Users can add up to three phones/devices per extension, and set call routing schedules to ring directly to the desired phone(s).



**Salesforce Connector:** A full integration to enhance inbound and outbound call handling with Click-to-Call, Screen Pops, Call Record and Task creation.

# ESI eCloud PBX™

## User Seat Options

	Metered	Select	Premier w/ Office Manager	Premier Plus w/ Office Manager
Phone included in Seat Price	30 SIP, 45 SIP	30 SIP, 45 SIP	30 SIP, 45 SIP	45 SIP
Optional Phones	BYOD	ePhone4	ePhone4, ePhone7	ePhone4, ePhone7
<b>Standard Telephony Features</b>				
Unlimited local & long distance calling plans	✓ <sup>1</sup>	✓	✓	✓
Direct Personal Number (DID)	1	1	1	2
Call Hold, Transfer, Mute, Call Park	✓	✓	✓	✓
Call History	✓	✓	✓	✓
Busy Lamp Field (BLF)	✓	✓	✓	✓
Visual Do Not Disturb (DND)	✓	✓	✓	✓
E911 Notifications	✓	✓	✓	✓
Incoming Caller Name & Number	✓	✓	✓	✓
One-touch Help / eHELP	✓	✓	✓	✓
CRM Integration (Salesforce Connector)			✓	✓
Corporate Extension Directory via Cloud Communications Dashboard	✓	✓	✓	✓
Synchronize your Google Contacts			CCD & ePhone7	CCD & ePhone7
Import and create contact from Microsoft Outlook or Apple vCards			CCD only	CCD only
<b>Unified Messaging</b>				
Voice Mail Transcription				✓
Voice Mail to Email	✓	✓	✓	✓
<b>Call Management</b>				
Web-Based View (Cloud Communications Dashboard)	✓	✓	✓	✓
Web-Based Administration (Cloud Communications Dashboard)			✓	✓
View User Availability / Co-worker Presence	✓	✓	✓	✓
Personal Conference Bridge <sup>2</sup>				✓
Multi-Call Handling	✓	✓	✓	✓
Private Calling	✓	✓	✓	✓
Outbound Caller-ID Name/Number	✓	✓	✓	✓
Outbound Caller-ID Selection			✓	✓
Click-to-Call <sup>3</sup>	✓	✓	✓	✓
Custom Greetings	✓	✓	✓	✓
On-Demand Call Recording	✓	✓	✓	✓
Record All (Office Manager)	✓	✓	✓	✓
ESI ePhoneGO™ mobile application			✓	✓
Call Screening	Office Mgr. Only	Office Mgr. Only	✓	✓
Custom Call Forwarding	Office Mgr. Only	Office Mgr. Only	✓	✓
Music-on-Hold Management			✓	✓
Multiple Device Management			Up to 2	Up to 3
<b>System Administration</b>				
Auto-Attendant Management			✓	✓
Call Queues Management & Monitoring			✓	✓
Custom Call Routing & Scheduling			✓	✓
Find-me, Follow-me (Sim Ring)	Office Mgr. Only	Office Mgr. Only	✓	✓

1. Metered users receive limited local and long distance calling with 100 minutes of outbound calling. Additional minutes are charged at \$0.029 cents per minute.
2. Conference Bridge is unlimited for inbound calls and includes 500 minutes for outbound calls.
3. Click-to-Call currently available on Google Chrome browsers.