

ESI Cloud PBX

Taking the complexity out of communications.



Estech Systems, Inc. (ESI) is a premier provider of on-premises and cloud-based unified communications solutions for small to medium-sized businesses (SMBs). ESI develops uniquely integrated and innovative solutions, enabling certified partners to offer a portfolio of affordable and differentiated VoIP communications that enhance the user experience.



WE MAKE IT EASY TO COMMUNICATE

ESI Cloud PBX features include:

Unified Messaging includes visual voice mail-to-e-mail.

ESI Intelitouch™ enables users to take advantage of all key phone features.

Programmable Keys make common features one-touch-simple.

SIP Phone is included for each user, supporting user's selected persona.

Call management provides custom call routing, parking, forwarding, and more.

Call Recording is available on-demand for all calls.

Audio Conferencing gives you a dedicated conference bridge for up to 15 participants.

Web-based Administration via user dashboard.

Visual Contact Directory lets you dial by name or extension with Click-to-Call.

One-Touch Help delivers automated help for easy use.

Auto-Attendant provides professional greetings and routing for all calls.

Advanced ACD includes call queues for ease of management and monitoring.

Unlimited local and long-distance calling as well as international calling.



ESI Cloud Services offers a complete end-to-end approach, allowing you to focus on your business while we focus on your communications. With capabilities that are simple to use and easily deployed, ESI Cloud Services takes the hassle out of managing your VoIP business phone system.

WHAT MAKES ESI'S SOLUTION UNIQUE?

PROVEN EXPERIENCE.

ESI has been dedicated to designing and delivering high-performance business communications for small to mid-sized businesses for nearly thirty years. We build our solutions with three distinct advantages in mind: they are intuitive to use, fully-integrated, and simple to manage. ESI takes the complexity out of the phone service, making it easier to communicate in the office or on-the-go.

INTELLIGENTLY INTEGRATED.

ESI Intelitouch™ is the unique “handshake” between the phones and the desktop interface that only ESI can provide. While many providers offer fully-featured phones and applications, they're often complicated to personalize and program; in addition, key presence features are not in sync, leaving a fragmented approach to user availability. No other provider offers this level of integration between the service and the phone.

ONE-TOUCH SIMPLICITY.

ESI enables users to quickly and easily program keys on their ESI phones using the Web-based user dashboard. Users can set up specific keys for a simple one-touch experience; from speed-dial keys to special contacts or actions, ESI allows you to personalize your phone for one-touch use.

ENHANCED CUSTOMER EXPERIENCES.

Many cloud providers are racing to add the newest feature into their offerings, complicating the phone solution while leaving out basic features you have grown to love. ESI focuses on bringing familiar business phone system features to the cloud — **without** the complexity. This delivers an intuitive solution that enables you to conduct business the way you want.

LOCALIZED RESELLERS TO ENSURE SUCCESSFUL AND TIMELY SUPPORT.

ESI takes a different approach to supporting our customers. We are dedicated to selling through local Resellers, offering a more tailored experience with a local connection for system support when an issue arises. A local Reseller can offer a personalized approach to support while helping you grow your business communications.

WHY CHOOSE ESI FOR YOUR CLOUD COMMUNICATIONS NEEDS?

ESI Cloud PBX blends the features of the ESI desk phone with our Web-based¹ application to give you real-time visibility into your business communications. The ESI solution includes integrated features such as one-touch call recordings, personalized call routing, multi-device management, visual voice mail, audio conferencing, and unlimited North American local and long-distance calling plans. ESI is the only provider that provides a fully integrated Web-based dashboard that works seamlessly with your phone, providing an unmatched customer experience.

ESI has always been, and continues to be, focused on providing solutions that are simple to manage, intuitive to use, and fully integrated — making the most of every feature. With our long history of designing and deploying communications solutions, we know what growing businesses expect from their communications systems.



WEB-BASED USER DASHBOARD

The user dashboard provides a central view of your communications activities. View your voice mail, call history, contacts, and availability. Your dashboard enables you to view and manage your phone service with a one-touch approach.



VISUAL VOICE MAIL

Easily view your voice mail messages on the user dashboard and make decisions on how best to respond to each caller.



CONTACTS MANAGEMENT

View and manage your contacts. Easily import contacts from Google™ Contacts, Microsoft® Outlook®, and Apple® vCard.



PERSONAL CONFERENCE BRIDGE

On-demand Conference Bridge includes a dedicated number and customized greeting. Create, view, mute, and remove conference participants. Bridge includes two hours of conferencing for up to 15 participants.



CONTACTS PRESENCE

View your co-workers' availability in the company Contacts list. Color-coded icons make it clear whether each person is available to take your call, in do-not-disturb mode, or offline.



CLICK-TO-CALL

Another of ESI's one-touch simple features, click any number in the user dashboard to be connected instantly, or use the dashboard to dial manually.



AUTOMATED HELP

A legendary ESI feature our users can't live without, one-touch help offers an easy way to access an automated help menu so you can quickly get assistance.



CUSTOMIZABLE PHONE FEATURE CODES

Quickly program and personalize your ESI phone from the user dashboard. Your phone will provide intuitive display messages that prompt you for entries and guide you along the way. There's no need to deal with complicated "star codes."



SUPPORT FOR MULTIPLE PHONES

Use more than one phone in your building as tasks require, with the peace of mind of knowing your important calls will reach you, regardless of your location in your workplace. Manage up to three devices per extension.²



MOBILITY USING ESI DITTO™

Connect your mobile device to your office phone with our mobile application, ESI Ditto™ available for iOS and Android smartphones and tablets. Never miss another call anywhere, any time. Calls utilize Wi-Fi and mobile data instead of exhausting your cellular minutes.

CLOUD PBX: Feature Overview

	Cloud service personas		
	Select	Premier	Office Admin
Available SIP phone options	ESI 30SIP ESI 45SIP (upgrade)	ESI 45SIP <i>ESI Ditto</i> Bria Softphone Grandstream GXP2200	ESI 45SIP <i>ESI Ditto</i> Bria Softphone Grandstream GXP2200
Standard telephony features			
Call hold, transfer, mute	•	•	•
E911	•	•	•
Call history	•	•	•
Busy lamp field (BLF)	•	•	•
Visual do-not-disturb (DND)	•	•	•
*Group paging	•	•	•
Caller ID	•	•	•
One-touch help	•	•	•
Intercom	•	•	•
Visual company directory	•	•	•
Unified messaging			
Visual voice mail	•	•	•
Voice mail to e-mail	•	•	•
Call management			
Web-based administration	•	•	•
Presence management	•	•	•
Dedicated conference bridge	•	•	•
Multi-call handling	•	•	•
Private calling	•	•	•
Outbound Caller ID name	•	•	•
Outbound Caller ID number	•	•	•
Click to call	•	•	•
Custom greetings	•	•	•
Custom call forwarding		•	•
Custom message scheduler		•	•
Call recording		•	•
Call screening		•	•
Virtual Answer		•	•
Custom Caller IDs		•	•
Virtual extensions		•	•
<i>ESI Ditto</i> mobile application		•	•
Call queues		•	•
Queue monitoring		•	•
Call routing			
Auto attendant		•	•
Advanced ACD		•	•
Custom call routing		•	•
Custom routing schedules		•	•
Find-me/follow-me		•	•
Music on hold		•	•
Multiple-device management		•	•

A HISTORY OF SUCCESS

***Requires Professional Services quote.**

Estech Systems, Inc. (ESI) delivers high-performance phone systems designed for growing businesses. A premier provider of cloud- and premises-based unified communications solutions, ESI offers uniquely innovative and integrated systems that enable its channel partners to deliver differentiated, intuitive, and affordable VoIP communications. Founded in 1987, ESI has sold more than 300,000 business communications systems through hundreds of certified Resellers. ESI is a privately held corporation with headquarters in Plano, Texas. For more information about ESI and its products, visit www.esi-estech.com.