

ESI Cloud VoIP Solution



A Crexendo® Company

Smarter Cloud Communications. Stronger Business Outcomes.

The ESI eCloud PBX™ delivers dependable, feature-rich VoIP designed to simplify operations, support hybrid teams, and accelerate growth across your organization.



Why Businesses Choose ESI Cloud

- One platform for desktop voice, mobile calling, messaging, meetings, and more
- Flexible seats and features support both in-office and distributed workforces
- Call data sync across phones, mobility apps, and online user dashboard
- Unique ESI Intellitouch™ integration unlocks expanded capabilities
- Lower total cost of ownership than many over-priced UCaaS platforms
- A Crexendo® Company (NASDAQ: CXDO)



Connect Your Way

- Desktop Enterprise Phones
- Smartphone Calling App
- Web-based Softphone App
- Internal Chat & SMS/MMS
- CRM, PM & Teams Integrations



Enterprise Features

- Extensive Call Control
- Online User Dashboard
- Recording & Transcription
- Direct Business Numbers
- Auto Attendants & Routing



Reliable Continuity

- Five 9s (99.999%) Uptime*
- Distributed Infrastructure
- Carrier-Grade Facilities
- Secure, Compliant Data Centers
- Automatic Disaster Recovery



Key Solution Benefits

- Premium Voice Call Quality On The ESI Network
- Big Savings Over Expensive Legacy Phone Lines
- Scales to Grow As Your Business Needs Change
- Features Promote User Productivity & Efficiency
- Unlimited Calling Across North America**
- Lifetime Customer Hardware Warranty†
- Backed By More Than 38 Years Industry Experience



Learn more at www.esi-estech.com/cloud or contact your local ESI Reseller.

ESI eCloud PBX™ Enterprise Features

- AI-based Auto Attendant/Receptionist[†]
- Automated Attendant (Multi-Language) with Speech Recognition
- Automatic Software Updates
- Busy Lamp Field (BLF)
- Button Programming via eConsole™
- Call History with Caller ID
- Call Management Controls (Forward, Hold, Mute, Park & Transfer)
- Call Center Features[‡]
- Call Queues, Routing & Scheduling
- Call Recording
- Call Screening
- Chat (Internal) & SMS/MMS Messaging
- Click-to-Call Chrome Extension
- Company Directory
- Contacts Management
- Coworker Presence Status (Internal)
- "Cradle-to-Grave" Call Details
- Direct Business Phone Number (DID)
- Do Not Disturb (DND)
- e911 Management
- Faxing & Fax Management[‡]
- Find Me, Follow Me
- Hot-Desking
- Multi-Call Handling
- Music-on-Hold (MoH) Management
- Office Manager View & Platform Stats
- PC Attendant (Operator) Console
- Personal Audio Conference Bridge
- Private Calling
- Quality of Service (QoS) Tools
- Recurring Holiday Time Frames
- Robocall Mitigation
- Single Sign On (SSO) & Multi-Factor Authentication (MFA)
- Smartphone App (ePhoneGO 2™)
- Softphone (Webphone™)[‡]
- Text-to-Speech
- Unlimited Local & Long Distance Calling**
- U.S.-based Support & Online Cloud Status
- Visual Voicemail
- Voicemail Downloading & Saving
- Voicemail Greetings & Passwords
- Voicemail-to-Email
- Voicemail Transcriptions
- Web-based Administration (eConsole™) with "Athena" AI-assistant

Additional Cloud Feature Packages[‡]

CALL CENTER (CC) FEATURES & REPORTING TOOLS

Bolster service levels and increase your customer satisfaction numbers by enabling flexible, game-changing tools for your agents and supervisors.

ADVANCED SMS/MMS TEXT-BASED CAMPAIGNS[§]

Engage in convenient two-way conversations with your customers with mass alerts, appointment reminders, sale notifications and more.

PREMIUM VIDEO CONFERENCING WITH WEBINARS & AI TOOLS[§]

Promote your brand during meetings, webinars and live streams. Use AI summaries and task assignments to collaborate with your team.

CRM/PRACTICE MANAGEMENT & MS TEAMS INTEGRATIONS

Connect your solution with 100+ CRM or Practice Management solutions to get features like Contact Activity Logging, Inbound Screen Pops, and more.

ON-PREMISES FACILITY ACCESS CONTROL

Monitor people entering your office or warehouse facilities from anywhere, and limit access based on key codes or programmed RFID cards.

AI-BASED INTELLIGENT CALL RECEPTIONIST

Ensure every incoming call is answered quickly and professionally using AI. Save time by routing callers to extensions and providing basic information automatically.

ONLINE FAXING & FAX MANAGEMENT

HIPAA-capable solution to send, receive and view digital faxes from the online user dashboard and have them delivered to your inbox as email attachments.

ADVANCED SECURITY ALERTS & EMERGENCY NOTIFICATIONS

When every second matters, quickly initiate silent alarms or facility wide alerts across your location to immediately notify security and emergency personnel.

AI CALL RECORDING INSIGHTS WITH SENTIMENT ANALYSIS

AI-review of call recordings helps discover impactful insights from your conversations, including keyword searches and voice tone detection.

* Five 9s (99.999%) reliability applies to ESI's Cloud network only, not the customer Internet network.

** Unlimited local and long distance calling includes U.S., Canada & Mexico. Some restrictions apply.

† Hardware warranty remains in effect as long as account remains an active ESI customer.

‡ May be included with certain seat types, available as a seat add-on, or require a solution upgrade.

§ Separate service available through ESI, but not integrated with Cloud solution.

To learn more or schedule a demo, visit www.esi-estech.com/cloud
See our customer case studies at www.esi-estech.com/case-studies