Award-Winning Cloud Communication Services

EXTENSIVE SEAT & FEATURE OPTIONS

Deep Feature Sets of powerful productivity-enhancing tools help users communicate effectively day-to-day.

WORLD-CLASS DESKTOP PHONES

ESI ePhones™ have vibrant color displays, customizable keys, HD voice audio, and full hardware warranties*.

SMARTPHONE APP (Android™ & iOS®)

ESI ePhoneGO 2™ is a great app for mobile users needing their communications suite within reach any time.

ONLINE USER DASHBOARD

ESI eConsole™ provides users a one-stop suite for managing call history, recordings, voicemails, and more.

WEB-BASED SOFTPHONE**

ESI Webphone™ is for tech-savvy users preferring an online app to handle their calls, chats and texts.

Benefits of Choosing ESI Cloud Services

ESI INTELLITOUCH™ INTEGRATION LAYER

ESI Intellitouch™ is the unique layer of custom integration of ESI solutions and devices, developed to unlock advanced capabilities and feature sets.

OPTIMIZED & RELIABLE CLOUD NETWORK

ESI's distributed carrier-grade Cloud facilities provide Five 9s (99.999%)† network reliability and premium voice quality when calling over the Cloud.

BIG SAVINGS OVER LEGACY SYSTEMS & PHONE LINES

Moving to the Cloud saves businesses of all sizes on their communications costs, including FREE long distance calling in North America.‡

3+ DECADES OF INDUSTRY EXPERIENCE

Founded in 1987 with more than 400,000 solutions sold, ESI has carried billions of minutes of calls across the Cloud... and still counting!

Schedule a FREE Demo at esi-estech.com/cloud

We Make It Easy To Communicate!

ESI Cloud Reliability Has 99.999%† Uptime

As long as you are connected to the Internet, you can rely on your calls connecting with Five 9s of uptime. If Internet is lost, incoming calls are routed to a Cloud-based Auto Attendant (AA/IVR).

Data Syncs Across Connected Devices

Regardless of the ESI device or app used, all call info is synchronized in the Cloud. A user's call history, contacts, directories, recordings and voicemails are accessible across connected devices.

ESI eCloud PBX™ Features

- 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 Messaging
- Click-to-Call Chrome Extension
- Company Directory

- Contacts Management
- "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
- PC Attendant (Operator) Console
- Personal Conference Bridge
- Presence Status (Internal)
- Private Calling
- Quality of Service (QoS) Tools

- 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 & Password Management
- Voicemail-to-Email
- Voicemail Transcriptions
- Web-based Administration (eConsole™)

Advanced Cloud Feature Packages Available (May Require Specific Seat Types or Subscriptions)

+ ESI eCLOUD CALL CENTER (CC) FEATURES**

- Enterprise-level Features
- In-depth Analytics & Reporting
- Customizable Real-time Dashboards
- Call Transcriptions w/ Sentiment Analysis
- Listen-in, Barge & Whisper
- Agent Performance Tracking
- Voice and SMS (text)-enabling Queues

Agents and Supervisors with the web-based softphone have full call handling capabilities and graphed statistics, plus access to queue info and call disposition.

With the powerful *ESI eCloud Call Center™* upgrade, businesses of any size can bolster their service levels and increase customer satisfaction numbers by enabling game-changing tools for their employees.

+ CRM/PM & MS TEAMS SOLUTION INTEGRATIONS**

Connect with 100+ CRM or Practice Management solutions. Provides Activity Logging, Screen Pops, Click-to-Call and more. Link to your MS Teams™ instance to unlock powerful UC features and tools.

+ ADVANCED SMS/MMS TEXT-BASED CAMPAIGNS§

Did you know 75% of consumers prefer texts over emails? Engage in convenient two-way conversations with your valuable customers. Useful for alerts, appointment reminders, sale notifications and more.

+ ONLINE FAXING & FAX MANAGEMENT**

HIPAA-compliant solution to send, receive and view digital faxes from directly within the eConsole user dashboard, in addition to having them delivered as attachments to designated email addresses.

+ ON-PREMISES FACILITY ACCESS CONTROL**

See video of anyone entering your office or warehouse from anywhere, plus you can limit access based on key code or RFID card. Video supported with select video-capable desktop ESI ePhones™.

---

*   Hardware warranty remains if effect as long as account remains an active ESI customer.
** May be included with certain seat types; also available as a seat add-on or solution upgrade.
†   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.
§   Separate service available through ESI, but not integrated with Cloud solution.