ESI Cloud Services
Taking the complexity out of cloud communications.

A portfolio of services that delivers an end-to-end solution.

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.

ESI Cloud PBX blends the features of the ESI desk phone with our Web-based application to give you real-time visibility into your business communications. The ESI solution includes integrated features such as one-touch call recording, 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 with a fully integrated Web-based portal that works seamlessly with your phone, providing an unmatched customer experience. Our customers enjoy not only standard business features but also advanced features that only ESI can provide, because we designed the integration from the system to the phone.

ESI SIP trunking turns your legacy PBX phone system into the latest in VoIP technology. SIP (session initiation protocol) trunking converges your existing telephone infrastructure onto your data network for high-quality voice communications. SIP trunks can reduce monthly expenses by up to 50%.

ESI audio conferencing provides on-demand audio conferencing services that enhance productivity by connecting up to 50 participants. You get a dedicated conference bridge with the ability to control your conference and manage your participants.

***Abillity*®** is a simple billing application integrated into your business phone, enabling you to quickly review each call and categorize it for proper billing.

ESI CloudFax is an integral part of communications today, and ESI offers a flexible solution that makes VoIP faxing simple. Not all faxing solutions are equal; they often require proprietary software to view or send information in a consistent manner. ESI offers both Fax2Fax and virtual fax solutions to meet your business needs.

esi **We make it easy to communicate**

ESI Cloud PBX features include:

Unified messaging includes visual voice mail and voice mail-to-e-mail.

Intelitouch integration 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 time-based call routing, forwarding, call parking, and more.

Call recording is available on demand for all calls.

Audio conferencing gives you a dedicated conference bridge for up to 50 participants.

Centralized Web administration provides a dashboard view to manage communications and preferences.

Visual contact directory lets you view all your contacts and 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 of all calls.

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

Customization of voice prompts and music-on-hold.

Offering more than an ordinary phone system.

Increased business productivity and efficiencies.
ESI Cloud Services deliver true business impact to growing businesses, resulting in increased customer satisfaction and revenue opportunities. Increased connectivity delivers a more efficient and effective business environment.

Intelligent integration.
Benefit from the power of **ESI Intelitouch**. It's the unique integration between the ESI phone and the Web-based portal. The portal and phone are in constant sync, and changes made to the portal are instantly reflected on the phone and *vice versa*. This seamless interaction enables you to use each device and ensure that your status, customized keys, directory, and customized call routing are exactly the same. In addition, your ESI phone can be quickly programmed and personalized using the Web-based portal, removing the need to remember all those "star" codes for your favorite features. ESI makes communications easy to use and manage.

Business performance in real time.
Easily view customer interactions with your business, manage your calls and messages easily with one click, and see the status of your team in real time. Quickly access performance data in terms of total calls, active calls, hold times, and how many users are logged in and active.

Instant access to new features and services.
ESI keeps you up to date with the newest features, removing the headaches of big updates and breaking the budget. There's no need for extensive system upgrades, so you have immediate access to new features. With ESI, your phone comes ready with all features enabled based on user type, out of the box. There's no need for a system administrator to create permissions to enable specific features.

Easily grow and scale your business.
ESI solutions are flexible and can easily scale with your business as it grows. This flexibility enables you to quickly add new users, expand to new branch offices, or leverage a virtual workforce while keeping an eye on business activity and performance.

Why make ESI part of your cloud communications strategy?

For 27 years, ESI has been designing and developing phone systems for small to enterprise-level businesses. Our experience and dedication in delivering high-performance voice services is unmatched. Since we manufacture our own phones, we have the opportunity to uncover unique features within the phone itself and integrate that with our Web-based portal — creating the most integrated phone solution yet. ESI Cloud Services solutions have been designed to be simple, intuitive, and affordable, ensuring that you can get the best communication features, no matter what size business you are.

To learn more, visit:
www.esi-estech.com/cloud-services

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