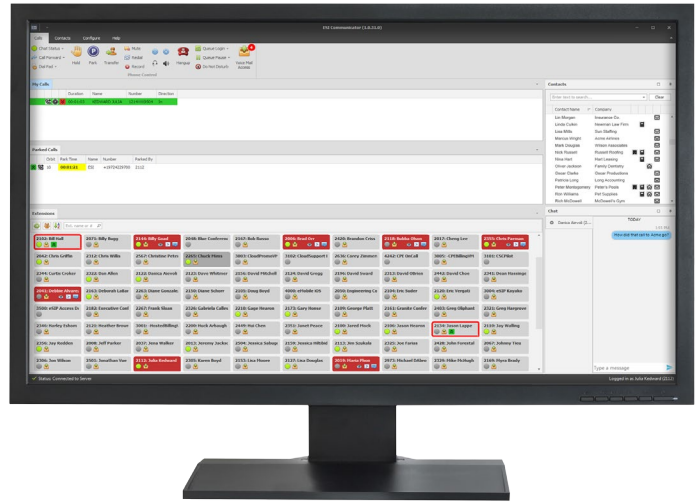# ESI Communicator™
Desktop Call Control for eSIP Systems

The **ESI Communicator™** is a PC-based application providing integrated call control with ESI eSIP Evolution Series™ systems, allowing users to manage calls and voice mails directly from their computer. This desktop software provides users with the power to control their communications with just a click of a mouse.

Desktop Call Control
Perform standard call control actions from your computer, such as answering, outbound dialing, hold, and transfer.

Advanced Call Handling
In addition to the standard call control, users can perform call forwarding, drag-and-drop transfers to extensions or voice mailboxes, call recording, and park/retrieve calls anywhere on the system.

Chat
Quickly chat with other users on the system. Users can hold simultaneous chat sessions through instant messaging.

Queue Login/Pause
Easily login to a specific queue or all queues with a single click, or pause the queue to allow for extra wrap up time after a call.

Agent Supervisor Control
Supervisors can Monitor, Barge, or Whisper to agents on active calls, as well as manage voice mailboxes for multiple users.

Dockable Widgets
Users can adjust the layout according to their personal preferences. Need to see the entire extension list? Expand the Extensions panel for complete visibility into the presence status of all extensions on the system.

Key Features & Benefits:

- Core features like Hold, Park, Transfer, and Redial
- Advanced call handling such as drag-and-drop Transfers, Call Recording, Forwarding, and Park
- One-click access to voicemail messages

- Visual Parked Calls list allows users to manage all calls parked on the system
- Queue login/logout, Monitor, Barge & Whisper
- Customizable views and layouts