

ShoreTel Enterprise Contact Center



Specifications

Message notification

- Escalation notification
- Stutter dial tone
- FSK message waiting
- Voicemail full notification
- Dial pager
- Dial extension
- Dial external number

Voicemail

- 10,000 mailboxes
- 21 servers
- 3,000 mailboxes/main server
- 2,000 mailboxes/distributed server
- 254 calls/server
- Unlimited storage
- 99 personal distribution lists

Messaging controls

- Play
- Record
- Pause
- Rewind
- Fast forward
- Delete
- Save
- Skip
- Reply
- Reply to additional targets
- Reply all
- Reply with call back
- Call sender
- Forward

Compose message controls

- Mark urgent
- Address by extension
- Address by name
- Address by distribution list
- Broadcast

Call handling modes

- Standard
- In a meeting
- Out of office
- Extended absence
- Custom

Call forwarding

Greeting

Transfer to personal assistant

Recorded name

Find me

Management features

- Auto delete by number of days
- Login security
- Change password
- Force password changes
- Force change from default password
- Password length limits
- Voicemail permissions
- Message length
- Number of messages
- Broadcast
- 1,000 system distribution lists
- Message notification
- Automatic message forward

- Automatic delete after forwarding

Legacy integration

- Contact ShoreTel Sales for the list of legacy PBXes supported

Auto-attendant

- 256 menus
- 256 levels
- 256 schedules
- 254 calls per server
- Extension access
- DID access
- DNIS access
- Play and record prompts over telephone or PC
- Scheduled modes per menu (4)
- On-hours
- Off-hours
- Holiday
- Custom
- Single digit actions
- Dial by first name
- Dial by last name
- Go to extension
- Go to menu
- Hang up
- Repeat prompt
- Take a message
- Take a message by first name
- Take a message by last name
- Transfer to extension

Multi-digit actions

- Go to extension
- Go to menu
- Take a message
- Transfer to extension

Other actions

- Time out (configurable)
- Too many errors
- Invalid entry

Dial plan support

- Austria
- Australia
- Belgium
- Brazil
- Canada
- Denmark
- France
- Germany
- Ireland
- Italy
- United Kingdom
- Mexico
- Netherlands
- New Zealand
- Portugal
- Germany
- Singapore
- Spain
- Switzerland
- Sweden
- Malaysia
- Hong Kong

Language support

- Danish
- Dutch
- English (UK)
- English (US)
- French (France)
- German (Germany)
- Italian
- Spanish (Spain)
- Spanish (CALA)
- Swedish

PBX Features	Licenses		
	Combo	Extension Only (Includes 3rd-part SMDI based VM t0 ST PBX)	Mailbox Only (Includes 3rd-part SMDI based VM t0 ST PBX)
Use SoftPhone	■	■	
Make call, take call, etc.	■	■	
Voicemail features			
Configure the way the calls are routed	■	■	■
Forward calls to configured destination	■	■	■
Create and play greetings	■		■
Notification escalation	■		■
Configure Find Me	■		■
System call handling schedule	■		■
Create call handling notes	■	■	■
Record name	■		■
Assign extension (requires voicemail box)	■		■
Automated attendant features			
Dial by number, name	■	■	■
Transfer to/Go to extension	■	■	■
Message by number, name	■	■	
Advanced features			
Extension Assignment	■	■	
Member of a hunt group	■	■	
Member of a workgroup	■	■	

PBX Features	Licenses		
	Combo	Extension Only (Includes 3rd-part SMDI based VM t0 ST PBX)	Mailbox Only (Includes 3rd-part SMDI based VM t0 ST PBX)
Call Manager features			
Standard, Professional, Workgroup, and Operator Call Manager	■	No mailbox features	No extention features
Extension monitor	■	Oper. only features	
Agent monitor	■	No mailbox features	
Queue monitor	■	No mailbox features	
Voicemail viewer	■		
Call history	■	■	
System directory	■	No mailbox features	No extention features
Outlook features			
Fwd voicemail as wav attachment	■		■
Voicemail form integration	■		
Outlook Contact/QuickDialer	■	■	
Outlook Contact/Screen Pop	■	■	
Outlook Calendar integration	■	■	■

License Types and Capabilities

ShoreTel offers three types of competitively priced licenses to meet the different deployment strategies of its customers. The “Extension and Mailbox” (Combo) license is the most popular for the enterprise, as it offers subscribers full use of the Communicator (formerly Call Manager) and Unified Messaging capabilities. The “Mailbox-Only” license is customized primarily for those customers who integrate ShoreTel’s Unified Messaging solution with their legacy PBX’s. The following table describes what features are available to these licenses as well as features available to the “E xtension-Only” license, which can be added to the “Mailbox” license once customers make the transition to a full ShoreTel system.

Want to know more?
Talk to an expert.
Visit www.shoretel.com/findareseller

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today’s always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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