

A brief introduction to the integrated features of the ShoreTel Phone system that make help you stay connected when you hit the road for business.

Nothing Gets Done When You are Mobile

When your mobile and all your callers are sent straight to voice mail without your knowledge, nothing gets done. Customer questions are not answered, Orders sit waiting to be placed. And payments are not collected. There has to be a better solution that keeps you connected when you can't be near your desktop telephone. There is!

Getting Callers to You When Needed

ShoreTel's call handling modes and the find-me feature bridge the gap between your important callers and you when you can't be near the desktop phone. You decide what whether calls are forwarded to you, sent to an assistant, or automatically redirected to voice mail all by simply configuring this integrated feature of the ShoreTel phone system. Up to 5 different modes can be defined providing different call handling for when you're in the office, in a meeting, out of the office, on vacation, or other custom scenario you need for your business. In each mode you can decide to forward the call, offer a different message, allow callers to exit to speak with your designated assistant or even press 1 to try to connect to you on your cell phone using the find-me feature.



Find-me extends call handling and can be activated in one or all of your call handling modes. When the user attempts to find you, a call is placed to your cell phone. When you answer, the ShoreTel system tell you the number of who is calling and you get to decide whether to take the call or to send it to voice mail. When it goes to voice mail, it is dropped into your unified inbox back at the enterprise and the cellular phone's voice mail so you don't end up with lots of different places to check for messages.

Configure Call Handling and Find Me

To set your own call handling modes, simply open the ShoreTel call manager on your desktop and select "Configure Call Handling" from the Options Menu.



For more details, Select "Contents and Index" from the Help menu to open the on-line help system

Eliminating Missed messages

You know that the only way you miss a message is to not know about it when it arrives. That's where ShoreTel's message notifications come in handy. Based on your configuration, the ShoreTel system automatically sends you a notification when a new or urgent message is waiting. Notifications can be sent to cell phones, to pagers, or to email addresses so you can get them in your inbox when you're on the road.

Setting-Up Notifications

To set notification options, open the ShoreTel call manager and then select "Configure Notifications" from the Options Menu. From there, you can configure your notification settings and destinations.



Once you configured the notification settings, open the "Configure Call Handling" option from the options menu and active the notification feature in the desired call handling modes.

For more details, Select "Contents and Index" from the Help menu and check out the section on call handling modes.