

Building on the convergence capabilities of your ShoreTel phone system, ShoreTel Contact Center solutions raise the standard for high-value customer service.



ShoreTel Contact Center solutions power the next generation of virtual, media-rich customer services by:

- Providing rich-media enhancements that increase the value of customer interactions
- Raising ROI through improved information flow and increased business intelligence
- Making the virtual contact center a reality through remote agent participation and single-node management
- Elevating your business intelligence through the convergence of contact center workflow with enterprise applications

*Workgroup
Contact Center
Enterprise Contact Center*

Enhanced services

The IP-convergence features built into ShoreTel Contact Center solutions increase the number and quality of customer interactions. Agents can interact with customers by phone, chat, or email — creating more opportunities for improving customer satisfaction and cross-selling enterprise services. An administrator can also assign high-productivity agents to select accounts, personalizing the relationship and growing customer loyalty.

Efficiencies improve ROI

Features such as advanced call routing and agent screen pops of customer information reduce the time spent on customer calls.

Supervisor and agent displays provide up-to-the-minute information about callers and agent status — delivering comprehensive management capabilities and improving customer service.

Historical reporting delivers high-value information that supervisors can use to better manage operations and fulfill business objectives.

An advanced call-routing engine permits the distribution of calls based on skills, priority, and time of day. Customer calls go to the right agents as soon as the agents become available.

Virtual contact center

ShoreTel Contact Center solutions drive the growth of virtual contact centers that can draw skills from anywhere in your enterprise. With a ShoreTel solution, you can assemble widely dispersed agents into a single, seamless organization and manage it through one user interface.

A virtual contact center lets you take advantage of diverse, distant labor pools, and reduces costs by permitting load balancing across multiple sites.

Application convergence

ShoreTel expertise in IP convergence allows the integration of previously stand-alone contact center functions (ACD, IVR, and CTI) onto a single, centrally managed platform. Convergence also makes it possible to integrate contact center workflow with other enterprise applications, increasing the overall value of information, and delivering real business intelligence.

Contact Center solutions can also support higher-value, multimedia interactions with customers, including web text chat, web page sharing, scheduled callbacks, and email.

Key Products

Workgroup. The practical solution for small, informal ACD groups, Workgroup supports small agent groups with easy-to-use desktop tools, including Queue Monitor and basic reporting. Workgroup offers shared voice mail and allows four agent schedules.

Contact Center. Ideal for medium-sized, inbound ACD installations, Contact Center supports larger agent groups with inbound routing rules, real-time agent monitoring, historical report capabilities, and Wall Board administration. Contact Center provides customizable historical reporting and single-level overflow.

Enterprise Contact Center. ShoreTel's most powerful call center solution, Enterprise Contact Center meets the requirements of highly complex inbound / outbound multimedia contact centers. Enterprise Contact Center extends the sophisticated reporting and monitoring capabilities of Contact Center with a powerful skills-based routing engine that can handle an unlimited number of customizable skill categories. Enterprise Contact Center fully supports multimedia messaging, IVR, and scheduled multimedia contact centers. (Outbound support is available as an option.)

All of ShoreTel's Contact Center solutions integrate smoothly with your ShoreTel IP phone system —without complex integration or specialized CTI platforms. Workgroup routing services run on your ShoreWare server while Contact Center and Enterprise Contact Center reside on dedicated servers. Supervisors and agents are connected to the server via intuitive user interfaces that provide the tools and information your workforce needs to deliver top-quality customer service.

Specifications	Workgroup	Contact Center	Enterprise Contact Center
System			
Graphical real-time displays	Yes	Yes	Yes
Inbound (voice)	Yes	Yes	Yes
Outbound (voice)	No	No	Callback, Abandoned, Campaigns (dial from list)
Inbound (web chat)	No	No	Yes
Outbound (web callback)	No	No	Yes
Inbound (mail)	No	No	Yes
Skills-based routing	No	No	Agent capabilities, management preferences
Routing by DNIS	Yes	Yes	Yes
Routing by ANI or caller ID	No	No	Yes
Routing by type of day	Holiday routing	Holiday routing	Schedule-based routing
Routing by time of day (schedule)	Two shifts	Two shifts	Schedule-based routing
Routing by customer information	No	No	SQL databases via ODBC
Overflow on wait	No	Single-level, multiple groups	Multi-level, multiple groups
Interflow on wait	No	Actual wait	Actual wait, estimated wait
Call coding (wrap-up code)	No	Yes	Yes
Screen pop	Outlook; client-based (TAPI)	Outlook; client-based (TAPI)	Outlook; client-based (DDE, ActiveX, triggers)
Maximum calls in queue / server	254	150	150
Wall Board support	Queue Monitor only	Desktop Wall Board; external via COM port	Desktop Wall Board; external via COM port
Operating system (server)	Integrated with ShoreWare server	Dedicated Windows 2000 Server	Dedicated Windows 2000 Server
Agent			
Agent applications	Call Manager, Queue Monitor	Agent Toolbar, Desktop Wall Board, Agent Logs, Call Status	Agent Toolbar, Desktop Wall Board, Agent Logs, Call Queue, Call Status
Maximum live agents	500	600	600
Window customization	No	Yes (if permitted)	Yes (if permitted)
Calls in queue display	Yes	No	Yes
Graphical threshold alerts	Yes (also audio)	Yes (Wall Board)	Yes (Wall Board)
Call picking from queue	Yes	No	Yes (if permitted)
Individual group login	No	Yes (if permitted)	Yes (if permitted)
On-screen Wall Board	No	Yes	Yes
Supervisor			
Supervisor applications	Agent Monitor	Agent Manager, Wall Board Director (optional), Historical Reporting (optional)	Agent Manager, Wall Board Director (optional), Historical Reporting (optional)
Supervisors	128	32	32
Real-time statistics	Yes (limited)	Yes	Yes
Historical reports	No (on ShoreWare server)	Yes (if permitted)	Yes (if permitted)
Supervisor Monitoring			
Default refresh rate	Real time	One second	One second
Color-coded notifications	Yes	Two levels	Two levels
Available report formats	Tabular	Tabular, graphical	Tabular, graphical
Agent status and statistics	No	Yes	Yes
Group status and statistics	Login and call status	Yes	Yes
Group calls in queue status	Yes	Yes	Yes
Agent requires help notifications	No	Yes	Yes
Agent log in / log out status / control	Yes	Yes	Yes
Historical Reporting			
Reporting formats	Tabular	Tabular, graphical	Tabular, graphical
Automatic reports scheduler	No	Print or save to file	Print or save to file
Export data in multiple formats	Yes	Yes	Yes
Add / remove report columns	No	Yes	Yes
Custom calculation fields	No	Optional	Yes
Agent performance reports	Yes	Yes	Yes
Group performance reports	Yes	Yes	Yes
ACD call distribution reports	Yes	Yes	Yes
Abandoned call reports	No	Yes	Yes
Wrap-up code reports	No	Yes	Yes
Wall Board Director			
Free text messages	No	Yes	Yes
Real-time statistics messages	Queue Monitor	Yes	Yes
System alarms	Queue Monitor	Yes	Yes

