

ShoreWare Personal Call Manager ShoreWare Advanced Call Manager



Improving productivity through
efficient Unified Communications



BENEFITS

- *Personalized, effective control of telephone communications*
- *Improved productivity through transparent, enterprise-wide employee communication*
- *Greater flexibility for more effective mobile communication*
- *Increased customer satisfaction from faster response*

ShoreWare® Call Manager family of products provide a visual, information-rich interface for managing and controlling communications throughout the enterprise as part of ShoreTel's Unified Communications solutions. The solutions deliver consistent, high performance functionality across a full spectrum of devices: desktop IP phones, PC soft phones, or home phones used by teleworkers. For the knowledge workers, ShoreWare Call Manager is available in two versions: a Personal version for standard usage and an Advanced version featuring integrated presence.

Boost productivity across the enterprise

ShoreWare Personal Call Manager allows employees to communicate quickly and efficiently, breaking down barriers between enterprise locations. Using the keypad, employees simply enter the first few letters of a coworker's name, and Call Manager then finds the number and dials it automatically, regardless of where the recipient is located. (See Figure 1)

ShoreWare Advanced Call Manager additionally presents the status of the call recipient, prior to and during the call: idle, busy, or in Do-Not-Disturb (DND) mode. Call recipients are notified via the Advanced Call Manager, which displays the caller ID.

Both Call Manager applications provide five call handling modes to enable highly customizable, situation-specific call handling. For instance, the user may configure an "in a meeting" mode whereby all calls go straight to voicemail. Alternatively, the user may decide that when "out of the office," the system will try to find him or her by calling the user's various assigned phone numbers.

Features to empower mobile employees

With ShoreTel's Office Anywhere capability, users can turn any telephone into their work extension by reassigning their work line to any telephone, including mobile and home phones. Once connected, one keystroke gives you access to all ShoreTel® IP telephony calling features, allowing you to transfer, conference, or otherwise manage your calls.

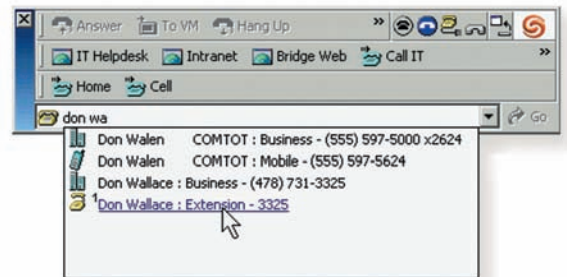


Figure 1: Dialing by name in Personal Call Manager

ShoreTel's Find Me capability lets you search for users at multiple numbers. You can have all calls ring first at an extension, then any other phone you assign. Finally, ShoreTel's SoftPhone functionality can turn an employee's computer and Personal or Advanced Call Manager into a telephone. Through simple menu commands, employees can make and receive phone calls through a broadband connection.

Improve customer satisfaction with informed responses

ShoreWare Call Manager applications help raise the quality of customer service by streamlining employee-customer interactions. When a call arrives, a complete view is presented, including the calling number and matching name from the user's Microsoft Outlook® directory. Additionally, the matching Outlook contact can be automatically opened, allowing the call to be documented inside the contact card. These capabilities better prepare employees to interact with customers in an efficient, consistent way.

ShoreTel's call recording feature lets you record your calls for later reference. Recordings, along with voice messages, can be filed in Microsoft Outlook folders for later review. This capability, along with call notes and call history (recipient, date and duration for all calls made, received or missed), helps create a complete, easily referenced summary of customer interactions.

Eliminate time-consuming tasks to optimize employee results

The ShoreWare Call Manager family of products free employees from fruitless time-consuming tasks. Integrated presence eliminates phone tag by letting callers know if a line is busy before dialing.

Call Manager integrates with the user's personal information to simplify daily communications. Employees can instantly search their contacts for matching numbers and quickly make calls from their desktop computer. Inbound calls can be automatically forwarded when their calendar shows a scheduled appointment or at the end of the work day. Integrated messaging streamlines the job of listening to and answering voicemail. Voicemail is displayed right inside the Outlook inbox where important messages

can be quickly identified and handled instead of listening to all messages in the order they arrived.

About ShoreTel

ShoreTel is a leading provider of enterprise Pure IP telephony solutions. ShoreTel voice systems provide customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership than alternative solutions. ShoreTel's distributed software architecture and switched-based hardware platform extend enterprise-class voice services to every office and outpost, keeping employees fully connected wherever they go. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology and high customer satisfaction. For more information, visit www.shoretel.com or call 1-800-425-9385.

Specifications

Call Control

- Answer
- Transfer
- Record
- Send to voicemail
- Send to auto-attendant
- Join to conference
- Add-on conference
- Park
- Hold
- Hang up
- New call
- Redial
- Speed dial
- Dial by name
- Dial vanity numbers
- Intercom
- Leave a message
- Page
- Pickup
- Pickup night bell
- Silent monitor
- Barge in
- Whisper transfer
- Whisper page
- Up to six parties on conference
- 1000 call entry max.

Dial by Name

- Outlook contacts
- System directory
- Personal directory

Contact Integration

- QuickDial by name
- Personal contacts
- Public contacts
- Selectable contact folders
- Matching contact name display
- Local contact caching
- Matching contact screen pop
- Create / edit matching contact

Directory Viewer

- Export directory
- Import directory
- Open a text page
- View personal directory
- View system directory

Call Presentation

- Calling name
- Calling number
- Current call state
- Call duration
- Hold duration
- Trunk group or DNIS
- Routing slip
- Call note
- Play sound
- Bring to front
- 16 lines maximum
- Matching contact name

Outlook Integration

Voicemail Inbox Integration

- Caller ID name and number
- Call back
- Compose
- Date, time and duration
- Delete
- Forward
- Forward via e-mail
- Move backward
- Move forward
- Play
- Reply
- Reply all
- Save
- Sort with folders

Voicemail Viewer

- Caller ID name and number
- Call back
- Compose
- Date, time and duration
- Delete
- Export
- Forward
- Move backwards
- Move forwards
- Play
- Reply
- Reply all
- Save
- Matching contact name display

Message Notification

- Notify on any, urgent or never
- Notify at an extension
- Notify at an external number
- Notify to a pager
- Notify via an e-mail
- E-mail message header
- E-mail full message (wave file)
- Configurable re-try options

Calendar Integration

- Calendar call routing

Call Handling Modes

- Five call handling modes
 - Standard
 - In a meeting
 - Out of the office
 - Extended absence
 - Custom
- Call forward (always, no answer, busy)
- Customized greetings by mode
- Call handling note for operator/administrative assistant

Office Anywhere

- Assign number to internal numbers
- Assign number to external telephones (cell, home, etc.)
- Assign number to PC based soft phone
- Return number back to desktop telephone

Mobility Options/SoftPhone

- Reassign extension to cell phone
- Reassign extension to home phone
- Turn PC to a phone
- Number pad for DTMF entry

Find Me Call Handling

- Forward to any two numbers
- Caller ID delivered on Find Me
- Announce callers on Find Me
- Answer call with key press
- Send to voicemail with key press
- 20 notification attempts max.

History Viewer

- Caller ID name and number
- Matching contact name display
- Date, time and duration
- Trunk group or DNIS
- Detailed routing slip
- Call note
- One-click call back
- Create / edit contact from caller ID
- 1000 call entry max.

Redial List

- Dialed calls
- Missed calls

Personal Options

- Handsfree operation
- Select personal assistant
- Disable call-waiting tones
- Record greeting
- Record name
- Select default trunk access
- Manage passwords
- Configure sounds
- Selectable "hot key"
- Play messages on the phone
- Play messages on the computer

Integrated Presence

- Display call status
- Display call handling mode
- View call handling note

Advanced Call Manager Only

- Integrated just-in-time presence
- Personal call recording

Customized Views

- Compact view
- Docked view
- Detailed view

Language Support

- English (US)
- French (France)
- Spanish (Spain)
- German (Germany)

Dial Plan Support

Australia	Malaysia
Brazil	Netherlands
Canada	New Zealand
France	Portugal
Germany	Singapore
Hong Kong	Spain
Ireland	UK
Italy	USA

Typical Bandwidth

Estimated:
 .2 kbps / Call Manager
 Estimated:
 88 kbps / ADPCM Call

Recommended Platform – Call Manager

450 MHz Pentium III
 128 MB RAM / 256 MB RAM for Windows XP
 70 MB hard disk – fresh install
 100 MB hard disk – upgrades
 10/100 Base-T Ethernet / 100 Base-T
 Speakers and microphone (recommended)

Minimum Platform – Call Manager

266 MHz Pentium II
 256 MB RAM
 100 MB Disk space requirement

Minimum Platform – SoftPhone

500 MHz Pentium II
 256 MB RAM
 USB headset (recommended)
 Microsoft Windows 2000, XP

Software Requirements

Microsoft® Windows Vista
 Microsoft Windows XP Professional
 Microsoft Outlook 2002/XP SP2, Outlook 2003 SP2, Outlook 2007
 Microsoft Windows 2003 Terminal Server R2
 Citrix Metaframe Presentation Server R 4.0



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