

SPECIFICATIONS

# ShoreTel Enterprise Contact Center

ShoreTel Enterprise Contact Center provides a range of features to satisfy the needs of all organizations, from basic call center capabilities to sophisticated distributed multimedia contact center capabilities. The virtual contact center enables organizations to route incoming contacts to the most appropriate agent in a multisite contact center, regardless of location.

## Features

### General system overview

- Distributed unified communications platform
- Universal queue
- Graphical real-time displays
- Redundancy—failover and recovery
- Geographical survivability
- Support for Virtualization through VMware 5.x

### System capacities

- Max live agent positions—1000
- Max configured agents—2000
- Active supervisors—100
- Maximum number of skills—256
- Wall boards supported (chained)—up to 16 wall boards
- Max DNIS routes—1500

### Media support

- Inbound voice
- Outbound voice—Scheduled callback, Abandoned callback, Web callback, Campaigns (dial from list)
- Multiple simultaneous chat sessions
- Email
- Call blending
- Voicemail
- Fax—via email
- Web callback

### Routing

- Skills-based routing
- Agent priority based routing
- Service level based routing
- Route to single agents
- Identity routing (by caller ID or CRM)
- ANI or geography based routing
- Routing by DNIS
- Routing by type of day
- Routing by time of day (schedule)
- CRM based routing—SQL databases by

### ODBC

- Overflow on wait
- Interflow on wait

### Agent applications and capabilities

- Agents online presence and instant messaging (IM)—optional using Converged Conference Bridge
- Agents telephony presence
- Calls in queue display
- Pick call from queue
- Redirect call to personal queue
- Previous call log display
- Programmable buttons
- Phone-only mode supported
- Graphical threshold alerts
- Individual group login
- CRM screen POP
- Exit controlled wrap-up early
- Manually extend wrap-up time
- Multiple wrap up codes on a single transaction
- Forced wrap up codes
- Release codes

### Real time supervisor/

### MIS applications capabilities

- Control rights of supervisors, group supervisors
- Window customization
- Graphical threshold alerts—visual and audible
- Call information display
- Real-time statistics (Supervisor)
- Historical reports
- Wall board management
- Desktop wall board
- Agents status and activity
- Group status and statistics
- Agents requiring help notification
- Silent monitor, barge

For more information, contact your ShoreTel reseller.

Find one by visiting [shoretel.com/findareseller](http://shoretel.com/findareseller)

### Real time and historical reports

- Built in reports generator
- Automatic reports scheduler—xls, csv, pdf, emf, htm
- Email scheduled report
- Print scheduled report
- Store interaction data—inbound voice
- Export data multiple formats
- Report templates
- Create new calculated fields
- Public/personal reports
- Available report formats—tabular, graphical
- Group calls in queue status
- Group queue service time statistics
- DNIS status and statistics
- Group overflow/interflow reports
- Daily and hourly statistics
- Interval reports
- Outbound status/statistical reports
- IVR application status and statistics
- Mailbox queue status and statistics
- Agent performance reports
- Group performance reports
- ACD call distribution reports
- Abandoned calls reports
- Wrap up code reports
- ANI domain reports
- IVR applications reports
- Outbound reports
- DNIS reports
- Trunk reports
- Agent activity reports
- Service level reports
- Multi interaction reports

### Integrated IVR application

- Play message to callers
- Play music to callers—through .wav file
- Music formats—system wide stream, per caller stream, play from start
- Multilingual support
- Capture and process DTMF input
- Automated attendant support
- Number, dates, currency to speech
- Digit input—variable or fixed digits
- Automatic configuration for timeouts, retries
- Integrated self-service application support
- IVR application reports
- Database integration (ODBC)

### Outbound dialer

- Integrated dialer
- Outbound campaign types—preview, progressive
- Campaigns without agents—custom package
- Dialing lists supported—lists from ODBC compliant database
- Do not call list support
- Read multiple phones number for every name in list
- Configurable retries on failure
- Write back to database on success
- Write back to database on failure
- Play announcement before transfer to agent
- Configurable dial list import—automatic, manual
- Blend inbound and outbound calls
- Present custom outbound Caller ID per campaign
- Real time campaign status report
- Automatically schedule campaigns
- Multiple time zone support

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### About ShoreTel

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions. Its award-winning on-premises IP-PBX solution and cloud-based hosted phone system eliminate complexity and improve productivity. Recognized for its industry-leading customer experience and support, ShoreTel's innovative business phones, application integration, collaboration tools, mobility, and contact center applications enable users to communicate and collaborate no matter the time, place or device, with minimal demand on IT resources. ShoreTel is headquartered in Sunnyvale, Calif., and has regional offices and partners worldwide. For more information, visit [www.shoretel.com](http://www.shoretel.com).



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