

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 is now a reality as organizations can 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

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)
- Web chat
- 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
- Wrap up codes
- 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, whisper

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

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

About ShoreTel

ShoreTel is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com.

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