

ShoreWare Operator Call Manager



Streamlining customer interactions through high-quality call handling



BENEFITS

- *Enables operators and executive assistants to deliver high-touch, personalized customer service*
- *Accelerates and enhances customer interactions, raising productivity*
- *Virtual operator capabilities reduce operator staffing requirements*
- *Improved collaboration and information sharing improve the quality of communications.*

ShoreWare® Operator Call Manager gives your valuable intermediaries — corporate operators, executive administrators and departmental receptionists — a flexible tool for managing enterprise Unified Communications, while providing callers with the highest levels of customer service. Operator Call Manager allows users to handle a higher volume of calls with ease and efficiency, setting a new standard for enterprise productivity.

Increase customer service and productivity levels

Designed for high-volume call management and fast, accurate call transfers, Operator Call Manager helps operators and executive assistants deliver high-quality customer service by presenting detailed information about each caller and call. Improved information flow starts before each incoming call is answered, as Operator Call Manager displays a call-routing log tracking the caller's experience within your telephone system.

To transfer a call, the operator can use the presence information in the Extension Monitor to see if an extension is available before passing the caller on. Operator Call Manager also provides access to dynamic, online directories, allowing users to route calls to extensions, mobile phones or home phones with the highest level of confidence. All of these capabilities speed customer service and improve callers' interactions.

Liberate your workforce with a virtual operator

The distributed software architecture underlying the ShoreTel® Pure IP telephony system enables virtual operator capabilities, allowing an enterprise operator or executive assistant to manage call flow from any location.

Whether you rely on live operators for call handling or backing up an automated attendant, Operator Call Manager enables a multiple-site call response workload to be managed from a single location.

Operator Call Manager lets you match operator requirements to the best available resource, located anywhere in your extended enterprise. This single operator resource can execute call-handling activities for the all locations. Freed from telephony duties, branch office personnel can focus on more business-critical tasks.

In addition, with the ShoreTel IP telephony system's Office Anywhere feature, operators and assistants can work from home, answering and transferring calls just as if they were in the office.

Collaboration enables resource-sharing

With Operator Call Manager, executive assistants can quickly share information with executives and fellow knowledge workers, accelerating business processes and improving customer interaction, keys in ShoreTel's Unified Communications solutions.

Operator Call Manager also allows busy operators to share workload without leaving their stations or physically moving a hardware console. In multi-site enterprise, operators can quickly and transparently pass call-handling responsibilities among each other, including call screening, call coverage, and changing call-handling modes.

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
New call
Hold
Redial
Speed dial
Dial by name
Hang up
Park
Pickup
Pickup night bell
Send to voicemail
Send to auto-attendant
Record
Intercom
Page
Silent monitor
Barge in
Whisper page
Whisper transfer

Dial by Name

Outlook contacts
System directory
Personal directory

Extension Monitor

Multiple viewing options
Multiple docking options
User name, number
Call handling mode
Call handling details
Call state summary
Call stack
Call state
Calling name, number
Call duration
Routing slip
Dial user
Dial user mailbox
Call pickup
Call

Bridge Call Appearance Monitor

Multiple viewing options
Multiple docking options
Call appearance name, number
Call state
Calling name, number
Call duration
Call pickup
Call notes
Call properties

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 number
Current call state
Call duration
Hold duration
Trunk group or DNIS
Routing slip
Call note
Play sound
Bring to front
Call stack (16 calls)
Matching contact name

Outlook 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
telephones
Assign number to external
telephones (mobile, home, etc.)
Assign number to PC based
soft phone
Return number back to desktop
telephone

Mobility options/SoftPhone

Reassign extension to mobile
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
Announce callers on Find Me
Answer call with key press
Send to voicemail with key press

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

Integrated Presence

Display call status
Display call handling mode
View call handling note

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

Customized Views

Compact view
Docked views
Detailed view

Language Support

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

Dial Plan Support

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

Typical Bandwidth

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

Recommended Platform – Operator 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 XP,
Windows Vista®

Software Requirements

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



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