ShoreTel Web Dialer Application

Dials browser-displayed telephone numbers with the click of a mouse

BENEFITS

- *Automatically highlights phone numbers on every Web page browsed using Microsoft Internet Explorer*

- *One mouse click dials the number*

- *Runs transparently until the application is turned off*

- *Supports a variety of number formats, including international numbers*

Overview

The ShoreTel® Web Dialer Application provides one-click dialing to any telephone number displayed in a Microsoft® Internet Explorer® browser window, taking the time and effort out of dialing when working online. Telephone numbers on the page are highlighted in orange, making them easy to find. With one mouse click, users can dial local, long distance or international telephone numbers.

A variety of uses for telesales and knowledge workers

Businesses that rely heavily on the Web for telesales, research, materials sourcing and customer care will find infinite uses for the ShoreTel Web Dialer Application. For example, a simple spreadsheet can be saved as an HTML file, creating a directory that can be automatically dialed using the ShoreTel Web Dialer Application. It can be integrated into Web-based CRM applications, as well; the Context Menu Dialing feature lets users right-click and dial abbreviated internal extensions or numbers that appear in text boxes on forms.

Web developers can also create customized Web pages with hot-linked text and graphics that dial designated phone numbers when clicked.

All users will enjoy the convenience of the ShoreTel Web Dialer Application's bookmark function, which speeds navigation to frequently browsed pages.
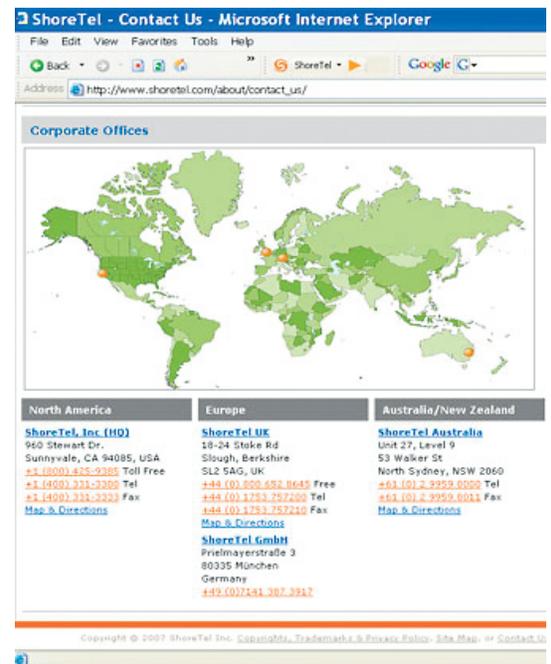
Productivity that enhances the bottom line

The ease of use that the Web Dialer Application enables directly translates into productivity gains and bottom-line savings. This simple, yet powerful, application eliminates incorrectly dialed numbers and saves seconds every time a user makes a call. This adds up to hours every year, per employee – a significant amount of time – multiplied across the number of staff making outbound calls.

Free trial

You can download the ShoreTel Web Dialer Application from the ShoreTel Web site and use it, free of charge, for 30 days. At the end of 30 days, an extended license can be purchased from your ShoreTel reseller.

To obtain your free trial license, go to www.shoretel.com/services/applications/.

Learn more

For additional information or to obtain a quote, please contact your authorized ShoreTel reseller. To contact ShoreTel Professional Services directly, call 800-425-9385, ext. 3331 or send e-mail to ProfessionalServices@shoretel.com.

SPECIFICATIONS

Requirements

- Microsoft Internet Explorer Version 6.0 or higher

- ShoreWare Call Manager (Personal, Advanced or Operator) must be installed for the application to function; does not need to be running

- Microsoft .NET Framework Version 2.0 runtime. If this is not installed, the ShoreTel installation program will direct the user to the Microsoft Web site for installation

- ShoreTel 6.1 or higher

Technical notes

The ShoreTel Web Dialer Application uses a Microsoft Telephony Application Programming Interface (TAPI) connection from the Web page to the ShoreWare Personal Call Manager, highlighting and underlining every external phone number on any HTML page. The TAPI connection allows users to dial the highlighted number by clicking on it.

The ShoreTel Web Dialer Application uses fuzzy logic to determine whether a string of digits represents an external phone number, but it may occasionally fail to recognize phone numbers that have atypical formats:

- Phone numbers displayed as images are only highlighted if the Web developer has created a custom page with predefined phone number links that connect to the ShoreTel Web Dialer Application's underlying technology

- Web pages that restrict modification, by nature of their design, will block integration with the ShoreTel Web Dialer Application

- Numbers that are displayed as alpha numeric strings (for example 1-800-BUY-STUFF) can not be dialed using this application

Availability

The ShoreTel Web Dialer Application is available for order from authorized ShoreTel resellers and distributors in North America, United Kingdom, Germany, and Spain.

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.

Additional application offerings from ShoreTel

ShoreTel offers a portfolio of packaged application integration offerings to increase employee productivity, shorten response times, encourage collaboration, improve handling of new accounts and boost the return on investment in both your IP telephony system and existing business applications. These packaged offerings include integrations with Salesforce.com, NetSuite, Copitrak, and Equitrac. Application integration also makes it possible to offer organizations crucial communication and safety benefits like internal notification when a 911 call is placed on the ShoreTel IP telephony system.

In addition to packaged integration offerings ShoreTel does custom software development for organizations that want to integrate with legacy systems, streamline business processes and address unique business opportunities. Examples of custom software development include the ability to automate dialing, transfers or conferencing from within other applications; direct interaction with callers through play files or data collection; extension monitoring or automated redirect; or harvesting of in-depth statistics using customer information. Custom applications are ordered through your authorized ShoreTel reseller or distributor.

ShoreTel®