ShoreTel Enterprise Contact Center

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

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- Agents status and activity
- Group status and statistics
- Agents requiring help notification
- Silent monitor, barge

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
- Multlingual 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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ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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