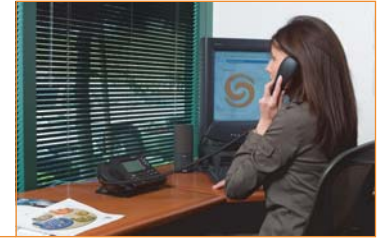


Personal Call Manager™ Advanced Call Manager™



Gain a competitive edge and increase employee productivity through intelligent, efficient communications.



Personal and Advanced Call Managers allow everyone to effectively control their communications.

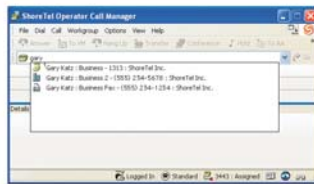
- Improving productivity with seamless enterprise-wide employee communication
- Increasing customer satisfaction via better response to customer calls
- Maximizing worker flexibility by enabling employee mobility
- Simplifying time consuming tasks and enabling users to prioritize their communications

Personal Call Manager™

Advanced Call Manager™

ShoreTel Call Manager Applications

ShoreTel's Call Manager provides a visual, information-rich interface for managing and controlling communications. The Call Manager works with the user's telephone whether they are at work using an IP phone, on the road using a softphone, or even while teleworking using their home telephone. Call Manager is available in two versions. A Personal version for basic requirements and an Advanced version featuring integrated presence.



Boost productivity across the enterprise

A single ShoreTel phone system works across enterprises and

removes the traditional barriers between locations. Employees simply type in the first few letters of a coworker's name, and Call Manager finds the number and dials it automatically regardless of where they are located. With the Advanced Call Manager, the user is also presented the status of the person they are calling so they know if they are available to answer before they place the call. When calls arrive, employees are notified via a the call manager that displays the caller ID of the person trying to reach them. They can answer the call or click a button and send the call to voice mail. Five call handling modes give employees the option to determine how their calls are handled enabling them to better manage their time. While at their desk, calls ring straight through. When in a meeting they go to voice mail.



Leverage mobility to empower everyone

Call Manager allows employees to remain responsive to customers and coworkers without being bound to their desk. With Office Anywhere user can turn any telephone into their work extension.

They simply reassign their work line to the 10-digit number of a nearby telephone and that phone becomes their work extension.

Mobile workers can assign their extension to their cell phone and have calls delivered to them wherever they are located. Once connected, a simple keystroke gives access to ShoreTel calling features so they can transfer, conference, or otherwise manage their calls.

Teleworkers can relocate their extension to their home telephone. At home they use the call manager to make and manage calls, see who is calling, and also have the comfort of knowing that unanswered calls will be sent to the company voice mail not their home answering machine.

FindMe let's callers search for users at multiple numbers. A user can have all calls ring first at their extension and WiFi phone or any other phone.

ShoreTel's SoftPhone functionality can even turn an employee's computer and Call Manager into a telephone. With a simple menu selection, employees can make and receive phone calls whenever they can access to an acceptable broadband connection.

Improve customer satisfaction with informed responses

When revenue depends on quality customer service, Call Manager helps by streamlining employee-customer interactions. When a call arrives, a complete view of the caller is presented including the calling number and matching name from the user's Outlook directory. Additionally, the matching Outlook contact can be automatically opened to make it easy to document the call inside the contact card.

Employees respond to customers better when they add important caller information directly to the call before transferring it to someone else. This spares the customer the need to repeat their issue to yet another person.

Call recordings enable users to record their calls for later reference. Recordings, along with voice messages, can be filed away to different Outlook folders to enable future review when it comes time to make critical decisions. Call notes capture what happens during the call for later review. And the call history log lets employees review specifics about such as recipient, date and duration for all calls made, received or missed.

Specifications

Customized Views

Compact view
Docked view (top or bottom)
Detailed view

Call Control: Make Call

New call
Redial
Speed dial
Dial by name
Dial vanity numbers
Intercom
Leave a message
Page
Pickup
Pickup night bell
Silent monitor
Barge in
Whisper page

Dial by Name

Outlook contacts
System directory
Personal directory

Call Presentation

Calling name
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

Call Management

Answer
Transfer
Record
Send to voice mail
Send to auto-attendant
Join to conference
Add-on conference
Park
Hold
Hang up

Outlook Integration

Voice Mail Inbox Integration

Caller ID name and number
Call back
Compose
Date, time and duration
Delete
Forward
Forward via email
Move backward
Move forward
Play
Reply
Reply all
Save
Sort with folders

Contact Integration

QuickDial by name
Personal contacts
Public contacts

Eliminate time-consuming tasks to optimize employee results

Call Manager frees employees from fruitless time consuming tasks. Integrated presence eliminates phone tag by letting callers know if a line is busy before dialing.

Call Manager integrates with the user's personal information to simplify daily communications. Employees can instantly search their contacts for

Selectable contact folders
Matching contact name display
Local contact caching
Matching contact screen pop
Create / edit matching contact

Calendar Integration

Calendar call routing

Mobility Options SoftPhone

Reassign extension to cell phone
Reassign extension to home phone
Turn PC to a phone
Use with PC headsets
Number pad for DTMF entry

Find Me Call Handling

Forward to any two numbers
Caller ID delivered on Find Me
Announce callers on FindMe
Answer call with key press
Send to voicemail with key press

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

Message Notification

Notify on any, urgent or never
Notify at an extension
Notify at an external number
Notify to a pager
Notify via an email
Email message header
Email full message (wave file)
Configurable re-try options

Office Anywhere™ Extension Assignment

Assign number to internal numbers
Assign number to external telephones
(cell, home, etc.)
Assign number to PC based softphone
Return number back to desktop telephone

Voice Mail 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

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

Redial List

Dialed calls
Missed calls

Directory Viewer

Export directory
Import directory
Open a text page
View personal directory
View system directory

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

Integrated Conferencing

Up to six parties on conference
Add / share documents
Move pages forward
Move pages backward

Integrated Presence

Display call status
Display call handling mode
View call handling note

Recommended Platform – Call Manager

400 MHz Pentium II
128 MB RAM / 256 MB RAM for Windows XP
70 MB hard disk – fresh install
100 MB hard disk – upgrades

matching numbers and quickly make calls from their desktop computer. Inbound calls can be automatically forwarded when their calendar shows a scheduled appointment or at the end of the work day. Integrated messaging streamlines the job of listening to and answering voice mail. Voice mail is displayed right inside the Outlook inbox where important messages can be quickly identified and handled instead of listening to all messages in the order they arrived.

10/100 Base-T Ethernet / 100 Base-T
Speakers and microphone (recommended)
100 MB hard disk – upgrades
10/100 Base-T Ethernet / 100 Base-T
Speakers and microphone (recommended)

Minimum Platform – Call Manager

166 MHz Pentium / 266 MHz for Advanced
64 MB RAM / 128MB RAM for Advanced
100 MB hard disk
100 Base-T Ethernet

Software Requirements

Microsoft Windows 2000 Professional
Microsoft Windows XP Professional
Microsoft Outlook 2000, 2002/XP
Microsoft Windows 2000 Terminal Server SP4
Citrix Metaframe XP Presentation Server R 3.0

Minimum Platform – SoftPhone

500 MHz Pentium II
256 MB RAM
USB headset (recommended)
Microsoft Windows 2000, XP

Advanced Call Manager Only

Integrated just-in-time presence
Personal call recording

Typical Bandwidth

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

Technical Specifications

Number of lines16
Max. history entries1000 calls
Find me destinations2 Numbers
Notification optionsEmail, pager, cell
Max. just-in-time display . . .25 matching entries
Shared document
supportMicrosoft Office
Documents (Word,
PowerPoint, Excel)
Call handling modes5
Max. no. notification tries . .20

Language Support

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

