ShoreTel Communicator

TRANSFORMING THE WAY PEOPLE WORK WITH BRILLIANTLY SIMPLE UNIFIED COMMUNICATIONS

With increasingly busy schedules and workers located around the world, organizations need to simplify operations with communication solutions that connect people and information quickly and efficiently.

ShoreTel Communicator is a powerful unified communications (UC) application for users across an organization, whether an operator, a contact center agent, a knowledge worker or a road warrior. Available on multiple operating systems, ShoreTel Communicator makes it easy for people to communicate any way they choose: by video, voice (wired or wireless), instant messaging (IM), and more. One single interface makes training simple and reduces the IT workload because there is just a single application to support, and no additional servers to deploy and maintain.

BENEFITS

- Fully integrated application designed to meet the needs of all users

- Flexible and effective controls with a single interface designed to help streamline communications

- Tight integration with business processes

- Flexible deployment options including web-based and mobile devices.

Boost productivity with quick access

ShoreTel Communicator gives users immediate access to online directories or their personal Microsoft Outlook contacts to quickly connect to the right person. It also offers an easy way to contact coworkers using IM or email. With easy, access to the most appropriate mode of communication for the task at hand, productivity can be improved.
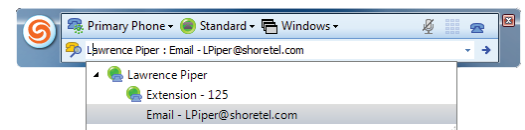

Figure 1: Contact look-up and just-in-time presence

Save time with Microsoft Outlook

Microsoft Outlook integration lets users manage voicemail and contacts with a full set of flexible, productivity-enhancing features.

Personal Access comes as standard with the ShoreTel UC system and offers a rich set of features designed for ease of use at the desktop.

Professional Access offers advanced features such as instant messaging, softphone, Personalized Call Handling and high quality video.

Workgroup Agent Access enables call center agents to perform Automatic Call Distribution (ACD) functions such as viewing calls in queue, log into queue and accessing team mailboxes.

Workgroup Supervisor Access helps call center supervisors monitor all their agent and queue activity. Supervisors can also monitor, coach, and barge into call center sessions.

Operator Access helps provide callers with a high level of personalized service with features such as busy call appearance and call pick up for operators, executive administrators and receptionists.

Mobile Access offers mobile users access to familiar functions such as ShoreTel QuickDialer, access to corporate and address book contacts, and visual voicemail. Users can make their mobile phone the enterprise extension on the fly and easily change their call handling settings to meet their mobile requirements.

Users can call contacts right from the Microsoft Outlook application and define call handling on a meeting/appointment basis.

Build teamwork

ShoreTel Communicator has a unique blend of phone and IM presence. Users can add a contact and see their phone and IM status immediately so they can decide the best way to reach them.

Add intelligence to your calls

With ShoreTel Communicator, users define how they would like to have incoming calls routed based on who is calling, when they're calling, and their active call-handling mode. Calls can be sent to voicemail, another phone number, and play specific ringtones based on caller.

Turn PCs into telephones

With ShoreTel Communicator, any Microsoft Windows computer can be turned into a phone to be used in home office, or on the road. The fully integrated interface eliminates the need for additional training.

Empower your operators or executive assistants

ShoreTel Communicator facilitates accurate and rapid call routing for front-line business professionals, such as operators and executive assistants. Users simply drag and drop to quickly transfer
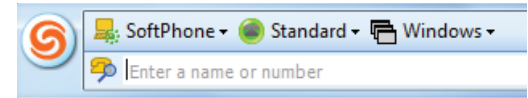

Figure 3: Conduct face-to-face video meetings

calls to the relevant parties. They can see whether or not the manager is in or out of the office or send an IM to see if the current call can be "broken through." They also can add notes to the calls to flag important callers.

The versatile user interface in ShoreTel Communicator also can be highly adjusted to the way the operator wants to multitask. An expanded, full blown view or a space efficient, compact view are both easy options.
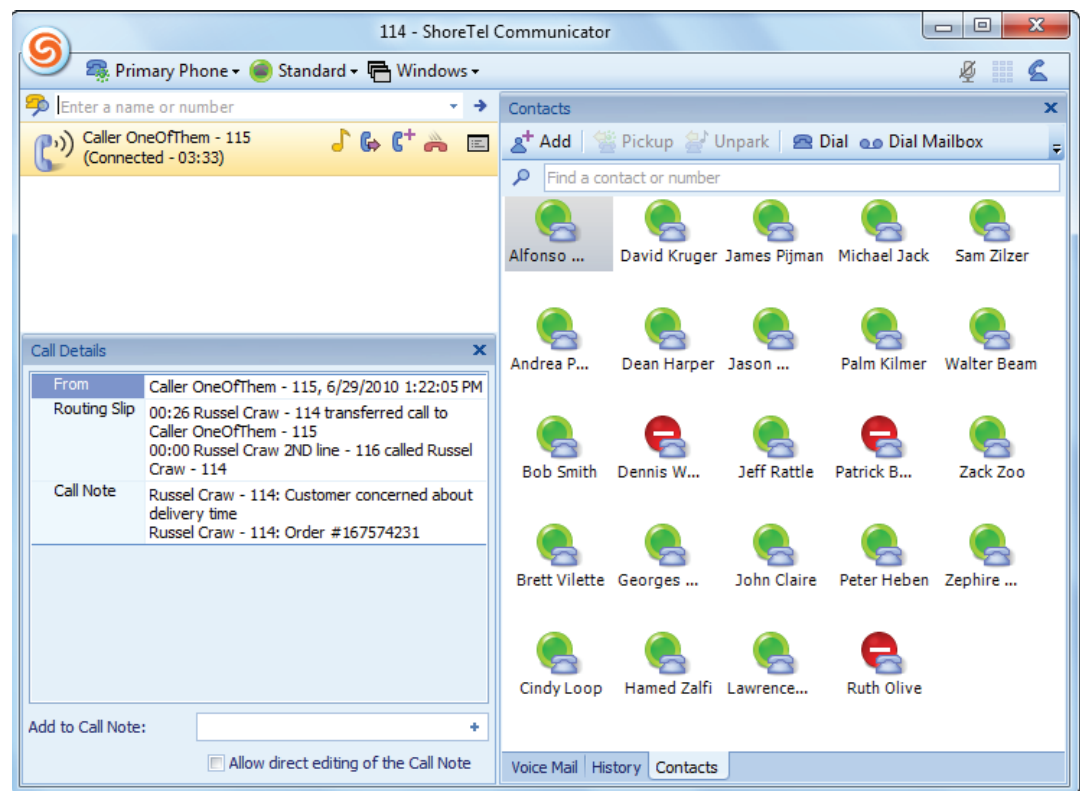

Figure 5: ShoreTel Communicator with Operator Access

Turn any phone call into a Web conference

ShoreTel Communicator simplifies operations by efficiently connecting people and information. Users easily can turn a phone call into a Web sharing session on the fly to work on a document with the caller and speed collaboration. The Conference View also simplifies communications by unifying audio conferencing controls and application sharing windows.

Reduce travel with video

ShoreTel Communicator streamlines video calling in just one click to improve collaboration and teamwork. When combined with affordable off-the-shelf webcams, placing high-quality video calls are as easy as a phone call.

Meeting the needs of mobile employees

ShoreTel Communicator with Mobile Access keeps on-the-go users constantly connected via light weight application on their smartphones, whether it is a BlackBerry, iPhone or Nokia.
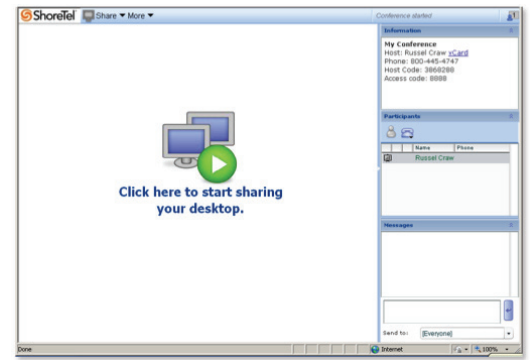

Figure 4: ShoreTel Web Conferencing

This application improves mobile phone users' productivity with seamless remote access to voicemail, corporate directories and address books, call history, extension assignment settings, and call routing logic.

Mobile workers can instantly switch their extension to a mobile phone, depending on their activity and location**.

ShoreTel Communicator supports a wide range of environments*:

Windows 7

Internet Explorer

Firefox

Safari

Citrix

Windows Terminal Server

BlackBerry

iPhone

Figure 2: High Resolution Personal Video

Figure 6: ShoreTel Communicator for iPhone

* please see the ShoreTel Communicator Spec Sheet for Details
** depends on mobile phone model

Account executives can tailor call-handling modes to be accessible to their most valuable customers. Executives can quickly access their most important messages in any order using visual voicemail, for a rapid response in any business situation.

Travelers can quickly find any contact in the corporate directory and their address books and can change their destination phone numbers to a mobile phone, home phone, and any other telephone.

About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com or shoretelsky.com

WORLD HEADQUARTERS	960 Stewart Drive, Sunnyvale, CA 94085 USA. shoretel.com and shoretelsky.com
	+1 (800) 425-9385 Toll Free +1 (408) 331-3300 Tel. +1 (408) 331-3333 Fax for ShoreTel
	+1 (646) 230-5000 Tel. +1 (646) 230-5001 Fax for ShoreTel Sky
EMEA	+800 408 33133 Freephone +44 (1628) 826300 Tel.
ASIA PACIFIC	+61 (0)2 9959 8000 Tel.

ShoreTel