

FOR SHORETEL CHAMPION PARTNERS

ShoreTel Contact Center

Workgroups vs. ECC 9

Features	Workgroup	Enterprise Contact Center 9
GENERAL SYSTEM OVERVIEW		
Targeted Solutions	Informal ACD Groups	Medium to Large Enterprise Inbound and Outbound ACD Multi-Media Contact Centers
Distributed IP Communications Platform	Yes	Yes
Universal Queue	No	Yes
Graphical User Interfaces (GUI)	Yes	Yes
Graphical Real-Time Displays (RTD)	Yes	Yes
Server Operating System	Integrated on ShoreWare Server	Windows Server 2008 32-bit (SP2), Windows Server 2008 R2 64-bit, Windows Server 2012
Supported Client Platforms	Windows XP, Vista, Windows 7 (32, 64 bit)	Agents and Supervisors: Vista Business (32-bit version only) (SP2), Windows 7 (32-bit and 64-bit) versions, Windows 8 (32-bit and 64-bit) versions. Agents only: Citrix Xenapps 5, 6, and 6.5
Announcements Format	Wav, 8 kHz, Mono	Wav, 8 kHz, Mono
Redundancy - Failover and Recovery	Via Double Take Application	Yes
Geographical survivability	No	Yes
Scheduled Database Backups	No	Yes
SYSTEM CAPACITIES		
Maximum Live Agent Positions	300	1000
Maximum Configured Agents	300	2000
Active Supervisors / Server	128	100
Configured Supervisors / Server	Unlimited	1000
Number of Agent Groups Supported	256	256
Maximum Number of Agents Per Group	300 16 Simultaneous Ring	1000 Active
Maximum Number of Groups Agent can Belong to	128	64
Maximum Number of Skills	N/A	256
Wrap-up Codes (Call Coding)	No	Yes - 512
Announcement Per Service	Five	One Mandatory One First Twenty Secondary (Announcements or Scripts)

Maximum IVR Ports/Server	254	254
Maximum Calls in Queue/Server	254	254
Wall Boards Supported (Chained)	0	Up to 16 Wall Boards
Maximum DNIS routes	300	1500
Maximum Release Codes	N/A	512
Maximum Simultaneous Email Interactions per Agent	N/A	99
Maximum Simultaneous Web Chat Interactions per Agent	N/A	99
Maximum Simultaneous Interactions per Agent	N/A	200
MEDIA SUPPORT		
Inbound - Voice	Yes	Yes
Outbound - Voice	No	<ul style="list-style-type: none"> • Scheduled Callback • Abandoned Callback • Web Callback • Campaigns (Dial from List)
Web Chat	No	Optional
E-mail	No	Optional (IMAP)
Multiple Interactions per agent	No	Yes
Call Blending	Inbound Only	InboundChatE-mail
Voicemail	Yes	Yes
Web Callback	No	Yes
ROUTING		
Skills Based Routing	No	Yes
Maximum Number of Defined Skills	N/A	Unlimited
Skills Group Routing	No	Yes
Personal Agent Queueing	No	Yes - 1000 queues
Route to last agent	No	Yes - Database lookups
Set Personal Callbacks	No	Yes
Agent Priority Based Routing	No	Yes
Service Level Based Routing	No	Yes
Identity Routing (By Caller ID or CRM)	No	Yes
ANI or Geography Based Routing	No	Yes
Agent Search Criteria	<ul style="list-style-type: none"> • Longest Idle • Round Robin (Circular) • Top Down (Terminal) • Simultaneous 	<ul style="list-style-type: none"> • Longest Idle • Best Skill Fit • Round Robin (Circular) • Top Down (Terminal)
Routing by DNIS	Yes	Yes
Routing by Type of Day	Holiday Routing	Flexible, Scheduled Based Routing
Routing by Time of Day (Schedule)	Two Shifts	Flexible, Scheduled Based Routing
CRM Based Routing	No	SQL Databases by ODBC or Stored Procedures

Overflow on Wait	Yes	<ul style="list-style-type: none"> • Yes, Multi Level • Multiple Groups
Interflow on Wait	Yes	Actual Wait Predictive Wait (Statistical)
Route on No Agent Destination	Yes	Yes
Attach custom data to call (captured in CCIR call record)	No	Yes
AGENT APPLICATIONS AND CAPABILITIES		
Agent Applications	<ul style="list-style-type: none"> • ShoreWare Agent Call Manager • Queue Monitor 	Agent Tool Bar ShoreTel Communicator (Personal, Professional, workgroup agent) Desktop Wall Board Agent Logs Queued Calls Call Status * ShoreTel WEB Agent Dashboard
Maximum number of concurrent interactions (for one agent)	1	200
Agents Online Presence and Instant Messaging	Yes when using either ShoreTel UC Conferencing SA-100/SA-400 or Microsoft OCS/Lync Integration	Yes when using either ShoreTel UC Conferencing SA-100/SA-400 or Microsoft OCS/Lync Integration
Agents Telephony Presence	Yes	Yes
Window Customization	No	Yes (If Allowed)
Calls in Queue Display	Yes	Yes
Pick Call From Queue	Yes	Yes (If Allowed)
Previous Call Log Display	Yes	Yes
Programmable Buttons	Yes	Yes
Phone Only Mode Supported	Yes	Yes
Class of Service Based Window / Feature Access	No	Yes
Graphical Threshold Alerts	Yes - Audio Also	Yes - Wall Board
Individual Group Login	No	Yes (If Allowed)
CRM Screen Pop	Outlook TAPI (ANI or DNIS)	Agent: DDE/ActiveX/Triggers/URL Outlook TAPI (ANI or DNIS)
Answer Strategy: Group Select	By All Groups	By Group List Order By All Groups By Service Level
Answer Strategy: Call Select	By Longest Wait Time	By Longest Wait Time By Priority By Best Skill Fit
Available Agent Status	Login Logout Wrap-Up	Idle Login Logout Wrap-Up Release Release (w/ Reason Code)
Integrated Web Chat	No	Yes - Optional License
Chat Response Tree	No	Yes - Optional License

Exit Controlled Wrap-Up Early	Yes	Yes
Manually Extend Wrap-Up Time	No	Yes (If Allowed)
Wrap Up Codes	No	Yes
Forced Wrap Up Codes	No	Yes
Multiple Wrap Up Codes per Transaction	No	Yes
Release Codes	No	Yes
Group Name displayed on phone for alerting calls	Yes	No
Phone-based Agent Login / Logout / Wrap Code	Yes	No
REAL TIME SUPERVISORY / MIS APPLICATION CAPABILITIES		
Supervisor Applications	<ul style="list-style-type: none"> • ShoreWare Supervisor Call Manager • Queue Monitor • Agent Monitor 	<ul style="list-style-type: none"> • Agent Manager • Wall Board Director • Contact Center Interaction Viewer
Control rights of Supervisors, Group Supervisors	No	Yes
Window Customization	No	Yes (If Allowed)
Graphical Threshold Alerts	Yes - Audio Also	Yes - Audio also
Call Information Display	Yes	Yes
Real-time Statistics (Supervisor)	Yes - Limited	Yes
Historical Reports	Basic	Yes (If Allowed)
Wall Board Management	No	Yes (If Allowed)
Desktop Wallboard	No	Yes
Visual Alerts	Yes	Yes
Agents Status and Activity	Log in Status Current Call Status	Yes
Group Status and Statistics	Custom Package	Yes
Agents Requiring Help Notification	No	Yes
Agent Login/Logout Status / Control	Yes	Yes - Logged in Agents Only Cannot Log Out of Last Group
Silent Monitor	Yes	Yes
Whisper	Yes	Yes
Barge in	Yes	Yes
Supervisor Controlled Recording	Basic	Basic
Contact Center Configuration	No - Only ShoreWare Director	Yes (If Allowed)
Supervisor Options	Monitor Only	Monitor Only
Monitor Only Application Access	Agent Monitor	Administrator Level Real-time Reports / Agent Control
Administrator Application Access	N/A	<ul style="list-style-type: none"> • Agent Manager • Contact Center Director • Historical Reporting • Wall Board Director

REAL TIME AND HISTORICAL REPORTS		
Built in Reports Generator	Yes	Yes
Automatic Reports Scheduler	No	xls, csv, pdf, emf, htm
email Scheduled Report	No	Yes
Print Scheduled Report	No	Yes
Store interaction Data	Inbound Voice	Inbound Voice
Export Data Multiple Formats	Yes	Yes
Pre-defined Reports	Yes	Yes
Add/Remove Report Columns	No	Yes
Create New Calculated Fields	No	Yes
Public/Personal Reports	No	Yes
Periodical (Non-Continuous) Reports	No	Yes
Filter Report Results by Agent/Group	Yes	Yes
Default Refresh Rate	Real Time	One Second
Adjustable Refresh Rate	No	Yes
Auto-Adjustable Refresh Rate Based on Network Performance	No	Yes
Available Report Formats	Tabular	Tabular, Graphical
Public/Personal Reports Management	No	Yes
Group Sliding Interval Statistics	No	Yes
Super Group Status and Statistics	No	Yes
Super Group Sliding Interval Statistics	No	Yes
Group Calls in Queue Status	Yes	Yes
Group Queue Service Time Statistics	No	Yes
DNIS Status and Statistics	No	Yes
Group Staffing Status	No	Yes
Group Overflow/Interflow Reports	No	Yes
Daily and Hourly Statistics	No	Yes
Outbound Status/Statistical Reports	No	Yes
IVR Application Status and Statistics	No	Yes
Mailbox Queue Status and Statistics	No	Yes
Agent Performance Reports	Yes	Yes
Group Performance Reports	Yes	Yes
Super Groups Performance Reports	No	Yes
Staffing Reports	No	Yes
ACD Call Distribution Reports	Yes	Yes
Abandoned Calls Reports	Custom Package	Yes
Wrap Up Code Reports	No	Yes
ANI Domain Reports	No	Yes
IVR Applications Reports	No	Yes
Outbound Reports	No	Yes
DNIS Reports	No	Yes

Trunk Reports	Yes	Yes
Agent Activity Reports	Custom Package	Yes
Service Level Reports	Custom Package	Yes
Detailed Interaction Views	Yes	Yes
Run reports during business hours	May impact system performance	No system impact
WALLBOARD APPLICATION		
Wall Board Support	Queue Monitor Only	Yes
Text Messages	No	Yes
Real Time Statistical Information	Queue Monitor	Yes
Combined Messages (Text & Stats)	No	Yes
Scheduled Pop-Up Messages	No	Yes
System Alarms	Queue Monitor	Yes
Max Messages on Scenario	No	Unlimited
Automatic Configuration Backup	No	Yes
THIRD PARTY APPLICATIONS INTEGRATION		
Screen POP	Outlook Client Based (TAPI)	<ul style="list-style-type: none"> • Outlook Client Based (TAPI) • (DDE, ActiveX, Triggers)
Database Integration	No	<ul style="list-style-type: none"> • Yes - Select, Insert, Update and Delete operations. • Supports SQL stored procedures. Supported Databases - <ul style="list-style-type: none"> • mySQL, Oracle, MSSql
Workforce Management (Historical)	No	Third Party Option
Real Time Adherence	No	Third Party Option (via RTA event Feed)
Integrated IVR Call Control Scripts	Menus	Fully Featured
GRAPHICAL SCRIPT EDITOR		
Graphical Script Editor	No	Yes
Announce Place in Queue	No	Yes
Announce Wait Time	Yes	Yes
Announce Numbers	No	Yes
Branch to Script	No	Yes
Change Call Profile (Skills, Priority)	No	Yes
Collect Callback Info	No	Yes
Customer Query	No	Yes
Dial Digits	No	Yes
Factory Hook	No	Yes
Get Digits	No	Yes
Hang Up	No	Yes
Logic Switch	No	Yes
Login Primary	No	Yes
Logout Primary	No	Yes

Menu	Yes	Yes
Overflow	No	Yes
Play Callback File	No	Yes
Play File	Yes	Yes
Release	No	Yes
Resume	No	Yes
Send Message	No	Yes
Send Page	No	Yes
SQL Connect	No	Yes
SQL Execute	No	Yes
SQL Disconnect	No	Yes
Transfer	Yes	Yes
Wait	No	Yes
Decision	No	Yes
Get Next Record	No	Yes
Increase / Decrease	No	Yes
IVR Application Start	No	Yes
IVR Application End	No	Yes
Integrated IVR Application		
Play Message to Callers	Yes	Yes
Play Music to Callers	Yes	Through .wav file
Music on Hold Options	External	System wide stream, per caller stream, play from start
Languages Supported	English (US, UK), Spanish (Spain, Mexican), French (France), German, Swedish, Italian, Danish, Dutch	English (US, UK), Spanish (Spain, Mexican), French (France), German, Arabic (UAE), Swedish, Italian
Capture and Process DTMF input	Yes	Yes
Automated Attendant Support	Yes	Yes
Number, Dates, Currency to Speech	No	Yes
Digit Input	No	Variable or fixed digits
Automatic configuration for timeouts, retries	No	Yes
Logical Operations Support	No	>, <, >=, <=, =
Integrated Self Service Application Support	No	Yes
IVR Application Reports	No	Yes
Database Integration (ODBC)	No	<ul style="list-style-type: none"> • Yes - Select, Insert, Update and Delete operations. • Supports SQL stored procedures. Supported Databases - <ul style="list-style-type: none"> • mySQL, Oracle, MSSql
Third Party IVR applications (eg, Payment Solutions)	No	Yes (Pro Services)

Outbound Dialer		
Integrated Dialer	No	Yes
Outbound Campaign Types	Custom Package - Leave VoiceMail only	Preview Progressive
Campaigns without Agents	Custom Package - Leave VoiceMail only	Custom Package - Leave VoiceMail only
Dialing Lists Supported	Custom Package - CSV	Lists from ODBC compliant database
Database Integration (ODBC)	No	<ul style="list-style-type: none"> • Yes - Select, Insert, Update and Delete operations. • Supports SQL stored procedures. Supported Databases - <ul style="list-style-type: none"> • MySQL, Oracle, MSSql
Do Not Call List support	No	Yes
Read multiple phones number for every name in list	No	Yes
Configurable retries on failure	No	Yes
Write back to database on success	No	Yes
Write back to database on failure	No	Yes
Play announcement before transfer to agent	No	Yes
Configurable dial list import	No	Yes (automatic, manual)
Blend inbound and outbound calls	No	<ul style="list-style-type: none"> • Calls in queue • Target Service Factor • Average Wait Time
Present custom outbound Caller ID per campaign	No	Yes
Real Time Campaign Status Report	No	Yes
Automatically schedule campaigns	No	Yes
Multiple time zone support	No	Yes