



# ShoreTel Advanced Applications for Education: K-12

## Introduction

Since 1996, ShoreTel has been a provider of outstandingly reliable, cost-effective IP PBX telephone systems. Because ShoreTel recognizes the unique requirements of educators, we've built a loyal and growing customer base of hundreds of educational institutions. School administrators find ShoreTel's distributed architecture and our Advanced Applications to be especially well-suited for their communications needs.

ShoreTel's unified communications (UC) solution enables teachers, educators and administrators to connect quickly by phone or instant message and to collaborate through conference calls and shared desktops. ShoreTel's Advanced Applications for Education: K-12 provide additional telephony and messaging solutions that minimize classroom interruptions, simplify outbound announcements, and provide more efficient notifications to staff, students and parents in emergency situations. By automating processes, utilizing speech-to-text capabilities, and creating easy-to-administer rules-based call handling, ShoreTel greatly reduces school administration costs and increases operational efficiency.

Whether you're looking to deploy advanced communications tools in an individual school, or for a network of growing school districts, ShoreTel has your solution.

## Description / Overview

The ShoreTel Advanced Applications especially suited for K-12 customers include:

**ShoreTel Outbound Campaign IVR:** Provides automated notification calls for attendance updates, snow days, upcoming registration deadlines and many more.

**ShoreTel Voice Forms IVR\*:** Allows students and parents to fill forms by telephone. When combined with speech-to-text capabilities forms can easily be processed without involving administrators.

**ShoreTel Emergency Notification:** Provides desktop screen pop and telephone call based alerts when an emergency or advisory number has been dialed. Location sharing information allows school staff to respond more quickly to emergency situations and mobilize internal staff when needed.

**ShoreTel Call Handling Mode Schedule:** Allows authorized personnel to block or allow calls to classroom phones based on a pre-defined schedule.

**ShoreTel Call Handling Mode Override and ShoreTel Internal DND Override:** Allows authorized individuals to override call blocking in order to reach teachers in classrooms.

**ShoreTel Enhanced Paging\*:** Provides distributed, batch mode audio and textual paging to hundreds of ShoreTel phone sets.

**ShoreTel User Group Schedule:** Automatically sets a group of phones into "standard" or "restricted" states based on a configurable schedule preventing unauthorized telephone use during non-business hours.

\*This application not included in the K-12 bundle. See your ShoreTel representative for more details.

**ShoreTel Call Recorder:** Provides automatic recording of external calls continuing through call transfers and redirections provides quick and easy call recording retrieval.

**ShoreTel Nuisance Call Handler:** Provides call monitoring to block incoming calls to specified extensions and work/hunt groups from designated phone numbers. Calls from blocked numbers are automatically disconnected or transferred to specified destinations allowing administrators and staff to focus on important calls.

### ShoreTel Advanced Applications for Education: K-12 Bundles

Furthering our commitment to the education and K-12 markets, ShoreTel provides two (2) application bundles especially suited to address the unique communications needs of K-12 customers. The K-12 bundles provide additional savings and are priced at very compelling discounts when compared to individual application purchases.

The K-12 Standard Application Bundle includes ShoreTel Emergency Notification and four (4) classroom phone scheduling applications. The K-12 Premium Bundle includes the enhanced version of ShoreTel Emergency Notification with automated 911 call recording, the four (4) classroom phone scheduling apps, automated outbound calling for easy parent and community outreach, call recording, and nuisance and harassing call blocking.

#### ShoreTel K-12 Standard Application Bundle:

- ShoreTel Emergency Notification (5 or fewer)
- ShoreTel Call Handling Mode (CHM) Schedule
- ShoreTel Call Handling Mode (CHM) Override
- ShoreTel User Group Schedule
- ShoreTel Internal DND Override

#### ShoreTel K-12 Premium Bundle:

- ShoreTel Emergency Notification (6 or more)
- ShoreTel Call Handling Mode (CHM) Schedule
- ShoreTel Call Handling Mode (CHM) Override
- ShoreTel User Group Schedule
- ShoreTel Internal DND Override
- ShoreTel Outbound Campaign IVR (5 sessions)
- ShoreTel Call Recorder (5 sessions)
- ShoreTel Nuisance Call Handler

Please review the [ShoreTel Advanced Applications Catalog](#) for a comprehensive overview of available applications with examples of their use.

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### 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](http://shoretel.com) or [shoretelsky.com](http://shoretelsky.com)



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