

**Building on the convergence capabilities of your ShoreTel phone system, ShoreTel Contact Center solutions raise the standard for high-value customer service.**



## ShoreTel Contact Center solutions power the next generation of customer service by:

- Customized call routing and converged interactions enhance your customer's interactions
- Reducing costs through improved information flow and increased business intelligence
- Making the virtual contact center a reality through remote agent participation and single-system management
- Elevating business intelligence through the convergence of contact center workflow with enterprise applications

*Workgroup  
Contact Center  
Enterprise Contact Center*

### Enhanced customer service

Customized routing plans that follow your business rules allow you to tune your resources to deliver the best possible customer services. From the customer's initial greeting, through the status announcements while waiting in queue, to the final delivery to the best agent for their questions, customers will know your focus is on their satisfaction. Administrators can also assign high-productivity agents to select accounts to further personalize the relationship and grow customer loyalty.

Convergence features allow you to offer new options to customers to improve their satisfaction with your company. Beyond the phone, agents can interact with customers by web chat and email. An advanced IVR scripting agent lets you also offer a self-service option that allow calls to be handled immediately without waiting for an agent.

### Efficiencies reduce your costs

Features such as advanced call routing and agent screen pops of customer information reduce the time spent on customer calls.

Supervisor and agent displays provide up-to-the-minute information about callers and agent status — delivering comprehensive management capabilities and improving customer service.

Historical reporting delivers high-value information that supervisors can use to better manage operations and fulfill business objectives.

An advanced call-routing engine permits the distribution of calls based on skills, priority, and time of day. Customer calls go to the right agents as soon as the agents become available.

### Virtual contact center

ShoreTel Contact Center solutions drive your growth through virtual contact centers that draw skills from anywhere in your enterprise. With a ShoreTel solution, you can assemble widely dispersed agents into a single, seamless organization and manage it through one user interface.

A virtual contact center lets you take advantage of diverse, distant labor pools, and reduces costs by permitting load balancing across multiple sites.

### Application convergence

ShoreTel expertise in IP convergence allows the integration of previously stand-alone contact center functions (ACD, IVR, and CTI) onto a single, centrally managed platform. Convergence also makes it possible to integrate contact center workflow with other enterprise applications, increasing the overall value of information, and delivering real business intelligence.

### Key Products

**Workgroup.** The practical solution for small, informal ACD groups, Workgroup supports smaller agent groups with easy-to-use desktop tools, including queue and agent monitoring. Workgroup offers shared voice mail, allows four agent schedules and provides basic reporting.

**Contact Center.** Ideal for medium-sized, inbound ACD installations, Contact Center supports larger agent groups with inbound routing rules, real-time reporting, customizable historical reports, and wall board support. Contact Center provides single-level overflow, and interflow for routing flexibility.

**Enterprise Contact Center.** ShoreTel's most powerful call center solution, Enterprise Contact Center meets the requirements of a complex multimedia contact center. Enterprise Contact Center extends the sophisticated reporting and monitoring capabilities of Contact Center with a powerful engine that provides optimized call routing by skill set, priorities, customer identity, service level, schedules and caller location. Enterprise Contact Center supports email and web contacts, IVR, and outbound calling as service options.

All of ShoreTel's Contact Center solutions integrate smoothly with your ShoreTel IP phone system —without complex integration or specialized CTI platforms. Workgroup routing services run on your ShoreWare server while Contact Center and Enterprise Contact Center reside on dedicated servers. Supervisors and agents are connected to the server via intuitive user interfaces that provide the tools and information your workforce needs to deliver top-quality customer service.

Specifications	Workgroup	Contact Center	Enterprise Contact Center
<b>System</b>			
Graphical real-time displays	Yes	Yes	Yes
Inbound (voice)	Yes	Yes	Yes
Outbound (voice)	No	No	Callback, Abandoned, Campaigns (dial from list)
Inbound (web chat)	No	No	Yes
Inbound (email)	No	No	Yes
Skills-based routing	No	No	Agent capabilities, management preferences
Routing by DNIS	Yes	Yes	Yes
Routing by ANI or caller ID	No	No	Yes
Routing by type of day	Holiday routing	Holiday routing	Schedule-based routing
Routing by time of day (schedule)	Two shifts	Two shifts	Schedule-based routing
Routing by customer information	No	No	SQL databases via ODBC
Overflow on wait	No	Single-level, multiple groups	Multi-level, multiple groups
Interflow on wait	No	Actual wait	Actual wait, estimated wait
Call coding (wrap-up code)	No	Yes	Yes
Maximum calls in queue / server	254	150	150
Wall Board support	Queue Monitor only	Desktop Wall Board; external via COM port	Desktop Wall Board; external via COM port
Operating system (server)	Integrated with ShoreWare server	Dedicated Windows 2000 Server	Dedicated Windows 2000 Server
<b>Agent</b>			
Screen pop	Outlook; client-based (TAPI)	Outlook; client-based (TAPI)	Outlook; client-based (DDE, ActiveX, triggers)
Graphical user interface	Yes	Yes	Yes
Calls in queue display	Yes	No	Yes
Graphical threshold alerts	Yes (also audio)	Yes (Wall Board)	Yes (Wall Board)
Call picking from queue	Yes	No	Yes (if permitted)
Individual group login	No	Yes (if permitted)	Yes (if permitted)
On-screen wall board	No	Yes	Yes
Call information display	Yes	Yes	Yes
Previous call log display	Yes	Yes	Yes
<b>Supervisor</b>			
Supervisors	128	32	32
Real-time statistics	Yes (Queue monitor)	Yes	Yes
Historical reports	No (on ShoreWare server)	Yes (if permitted)	Yes (if permitted)
<b>Supervisor Real-Time Monitoring</b>			
Default refresh rate	Real time	One second	One second
Color-coded notifications	Yes	Two levels	Two levels
Available report formats	Tabular	Tabular, graphical	Tabular, graphical
Agent status and statistics	No	Yes	Yes
Group status and statistics	Login and call status	Yes	Yes
Group calls in queue status	Yes	Yes	Yes
Agent requires help notifications	No	Yes	Yes
Agent log in / log out status / control	Yes	Yes	Yes
Call monitor and barge in	Yes	Yes	Yes
<b>Historical Reporting</b>			
Reporting formats	Tabular	Tabular, graphical	Tabular, graphical
Automatic reports scheduler	No	Print or save to file	Print or save to file
Export data in multiple formats	Yes	Yes	Yes
Add / remove report columns	No	Yes	Yes
Custom calculation fields	No	Optional	Yes
Agent performance reports	Yes	Yes	Yes
Group performance reports	Yes	Yes	Yes
ACD call distribution reports	Yes	Yes	Yes
Abandoned call reports	No	Yes	Yes
Wrap-up code reports	No	Yes	Yes
<b>Wall Board Director</b>			
Free text messages	No	Yes	Yes
Real-time statistics messages	Queue Monitor	Yes	Yes
System alarms	Queue Monitor	Yes	Yes

