

ShoreWare Call Manager



Improving productivity
through efficient unified
communications



Maximize your unified communications investment

With increasingly busy schedules and workers located around the world, it's not always easy to reach the right people at the right time. We play phone tag, interrupt important meetings to take calls, and fly all over the world, all the while continuing to wrestle with an endless list of voicemails, e-mails, missed calls and more. To avoid the delays in projects, incomplete decisions, and reduced employee performance resulting from this communications chaos, organizations need to simplify operations with solutions that connect people and information more quickly and efficiently. This is the role of unified communications (UC).

A successful UC solution delivers significant benefits to most organizations and helps turn communication challenges into competitive advantages. When people know the most effective way to contact colleagues, they can quickly obtain information and get the work done, rather than wasting time tracking down the right person. This is one of the benefits of "presence"—knowing instantly whether someone is available to communicate, and how.

With all that in mind, ShoreWare® Call Manager was created; a UC application suite—ShoreWare Personal Call Manager, ShoreWare Professional Call Manager, ShoreWare Operator Call Manager and ShoreWare Mobile Call Manager, were each tailored for specific needs in your organization. This unique communications suite offers your organization a way to empower all of your users to communicate any way they choose via video, voice (wired or wireless) or instant messaging (IM). ShoreWare Call Manager helps streamline business communications, improves communication accuracy, and enhances overall end user productivity.

Although phone and conference calls have been a communication staple for ages, video conferencing is rapidly moving from the boardroom to the desktop and becoming a key capability for enterprise communications. What was once viewed as a

complex, niche technology is becoming an easy to use, productive communications tool, nearly as ubiquitous as IM. Desktop video enhances inter-office communication and helps reduce travel and meeting expenses.

By leveraging ShoreWare Call Manager as part of an end-to-end UC solution, you can achieve better communications, a reduction in travel costs, improved customer service, and better utilization of your equipment and infrastructure.

Communications with impact

Consider the positive impact if telecommuters were fully integrated into your business communications. You could recruit based purely on skill set rather than location and reduce your worries over office space and costs. Your telecommuters can dial everyone by extension, know who is on the phone and who is not, and communicate seamless with every other location and every other teleworker. People back at the office can enjoy the simplified access to the remote experts, ensuring that customers get a timely, correct response to any question. The flexibility of the ShoreTel® UC system solution with ShoreWare Call Manager can also improve job satisfaction for all your employees, leading to better staff retention. With better communications across your enterprise, teleworkers become a more integral part of the team, employees are happier and customers get faster answers, which leads to improved customer satisfaction as well.

By integrating communications management into innovative solution offerings, ShoreTel is leading the way to remove the distance barrier throughout organizations. People who stay connected have access to the people, resources and real-time information they need to make decisions faster and, ultimately, perform better. As part of a whole system with switches, phones and exceptional customer support, ShoreTel stands alone in its ability to provide a comprehensive UC solution.

BENEFITS

- Streamline business communications
- Enhance overall end user productivity
- Reduce travel and meeting expenses
- Improve customer satisfaction with faster response
- Greater flexibility for more effective mobile communications
- Customizable, flexible and effective controls with a single interface



The ShoreWare Call Manager application suite

Intuitive communications management tools designed for the way you work today.

Eliminate information silos

ShoreWare Call Manager is transforming the way employees communicate, regardless of their role or location, with productivity features such as quick access to directories, availability and location, making it easier to choose the right communication mode at the right time.

Free IT resources

One single interface reduces training efforts as well as capital and operating expenditures. With one installation process, a single application to support and no additional servers to deploy and maintain, the IT workload is reduced.

Turn any phone call into a Web conference

ShoreWare Call Manager simplifies operations by connecting people and information more efficiently. Users can easily transform a phone call into a Web sharing session on the fly to work on a document with the caller and speed collaboration.

Boost productivity with quick access

With QuickDialer, users enjoy rapid access to directories or their personal Outlook® contacts. Users can quickly find and connect to the person they need. When a phone call isn't right, QuickDialer also provides a quick and easy way to contact them using an IM or an e-mail. Productivity is improved when users can reach their party faster, with the most appropriate communication modes of the moment.

Add intelligence to your calls

Users can 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, a specific phone number, Announced Find Me, Find Me, or even play a specific ringtone so users can manage their time to become more efficient.

Save time with Microsoft Outlook

With Microsoft Outlook integration, users can manage voicemail and contacts with features that allow them to:

- Listen, replay, forward and save voicemail right from the inbox
- Call contacts right from the Microsoft Outlook application
- Define call handling from a meeting/appointment request

Build teamwork

ShoreWare Call Manager's unique blend of phone and IM presence lets users add a contact and see their phone and IM status either in one combined, simple view or an expanded view for power users. Intuitive IM and Presence Control makes communication quick and easy, saving time and money by resolving issues faster. For group interactions, users can access the

optional Converged Conferencing Console to initiate a collaboration session.

Communicate immediately with IM

Choose the IM option and open up more opportunities to communicate. Through IM users can:

- Contact people in remote locations
- Communicate when a voice call is too intrusive
- Have sidebar conversations
- Save and archive chat conversations
- Enjoy a worry-free, secure IM infrastructure
- Escalate a chat to a phone call in one step
- Bring multiple experts into a conversation

Reduce travel with video

Video makes remote meetings easier, reduces travel expenses, improves collaboration, builds stronger relationships and makes remote workers feel part of the team. With affordable off-the-shelf webcams, placing clear, crisp

person-to-person video calls is as easy as a phone call.

“One interface integrates video, voice, messaging and data.”

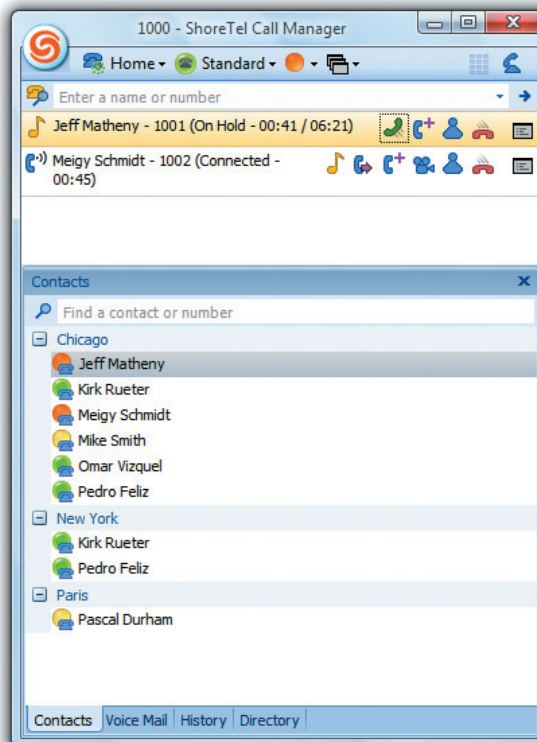


Figure 1: Manage multiple calls at once

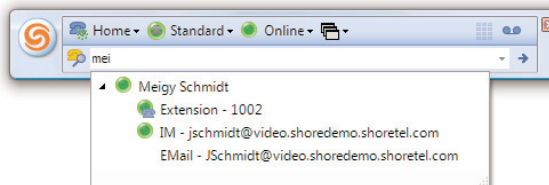


Figure 2: Easily locate people and communicate via voice, E-mail or IM



Figure 3: Conduct face-to-face video meetings

Call Manager takes advantage of the most recent enhancement to the H.264 standard for video compression: Scalable Video Coding (SVC). Thanks to SVC, ShoreTel can provide desktop video quality (resolution up to 1024 x 768 with minimal latency) and network resiliency to all the users.

A graphical interface works the way you do

ShoreWare Call Manager allows users to customize the information view for the way they work, not the other way around. Tabbed contents allows access to all key features in one window and let users arrange the view based on their work style. For an unobtrusive snapshot, the window can be docked on any side of the screen so it doesn't interfere with other desktop applications.

Handle high call volumes with ShoreWare Operator Call Manager

ShoreWare Operator Call Manager desktop client allows businesses to cost-effectively provide callers with a high level of personalized, professional service. For corporate operators, executive administrators and departmental receptionists, it is a flexible tool for managing enterprise UC call coverage features, such as Busy Call Appearance and Call Pick-up, speed connections to your employees. And with IM and presence information operators can consult a target user via IM before transferring a call.

Keep mobile workers reachable, anytime, anywhere

ShoreWare Call Manager seamlessly connects customers to mobile workers and mobile workers to the corporate offices more efficiently, instantly creating satisfied customers and staff. The Find Me capability helps callers connect with users even when they are not at their regular extension. Users can have all calls ring first at their extension, then any two other phones they assign. ShoreWare Mobile Call Manager is an integral part of ShoreTel's UC solutions and is transforming the way people communicate. ShoreWare Mobile Call Manager offers users access to familiar functions such as QuickDialer access to corporate and address book contacts, visual voicemail and allows making your mobile phone the enterprise extension on the fly. Mobile users can also change their settings via ShoreWare Web Access.

In a world where communication technology is no longer an afterthought, but a strategic driver in business productivity, ShoreWare Call Manager is one of the most versatile, real-time communication application suites available today. With superior availability and reliability, more flexible features, a greater breadth of telephony and IM control, quality desktop video, and the most customizable interface, nobody delivers better communications services and management than ShoreTel.

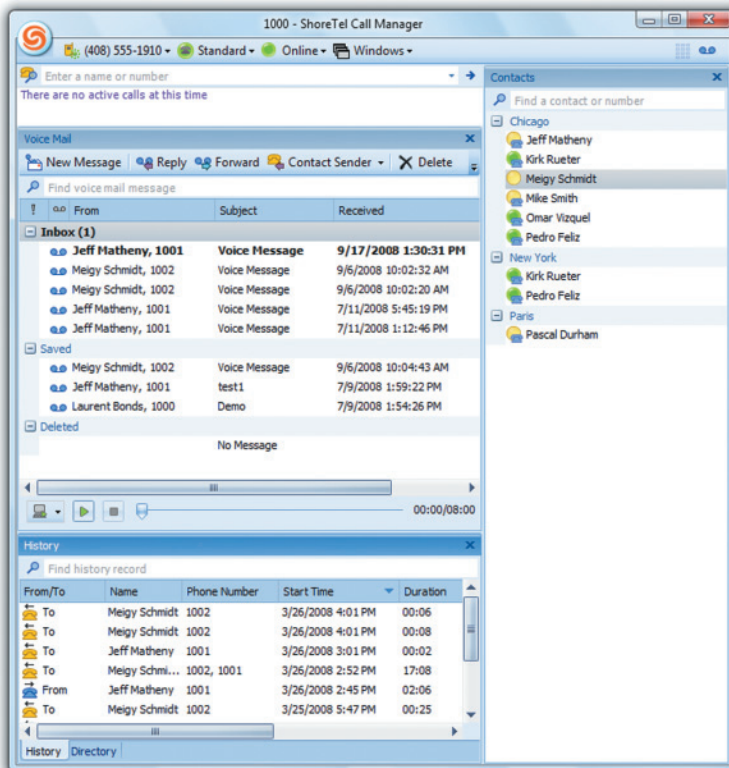


Figure 4: Customizable interface for your users

FEATURES

Advanced call management

- Intercom
- Park
- Page
- Pick-up
- Pick-up night bell
- Silent monitor
- Barge in
- Whisper transfer
- Whisper page
- Telephony presence change alert

Audio conferencing

- Up to six parties on conference
- Add-on conference
- Join a conference

Bridge call appearance

- Multiple viewing options
- Multiple docking options
- Call appearance name, number
- Call state
- Calling name, number
- Call duration
- Call pick-up
- Call notes
- Call properties

Advanced voicemail playback

- Caller ID name and number
- Date, time and duration
- Call back
- Compose
- Delete
- Forward
- Forward via e-mail
- Move backward, forward
- Play
- Reply, reply all
- Save
- Sort with folders
- Play on phone or play on PC

Advanced voicemail management

- Matching contact name display
- Move backwards, forwards
- Play
- Date, time and duration

Personalized Call Handling, based on

- who is calling
- when the call arrives
- the user's call handling mode

Office Anywhere

- Assign number to internal numbers
- Assign number to external telephones (cell, home, etc.)

Workgroup agent functions

- Display of calls in your queue
- Call pick-up from queue
- Call information display
- Previous call log display

SoftPhone


- Number pad for DTMF entry
- Swift change from phone to SoftPhone
- G.711 codec
- G.722 codec

High quality, low latency video

- H.264/SVC protocol
- 640 x 480 (VGA)
- Up to 30 frames per second

About ShoreTel

ShoreTel is a leading provider of Pure IP unified communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.

	PERSONAL CALL MANAGER	PROFESSIONAL CALL MANAGER	OPERATOR CALL MANAGER	MOBILE CALL MANAGER	WEB ACCESS
System					
QuickDialer	•	•	•	•	Limited
Standard call management	•	•	•		
Advanced call management	•	•	•		
Personalized Call Handling		•	•		
Call history, redial history	•	•	•	•	
Call handling modes	•	•	•	•	•
Audio conferencing	•	•	•		
Audio recording	•	•	•		
Bridge call appearance			•		
Call drag and drop to Contact Viewer			•		
Programmable buttons	•	•	•		
Visual Voicemail					
Standard integrated voicemail				•	
Advanced voicemail playback	•	•	•		
Advanced voicemail management	•	•	•		•
Voicemail preview				Device dependent	
Message notification and escalation	•	•	•		•
Outlook Integration					
Voicemail as attachment				Device dependent	
Voicemail inbox	•	•	•		
Contact integration	•	•	•	•	
Calendar call routing	•	•	•	•	•
Contact Viewer (Extension Monitor)					
Telephony presence		•	•		
Detailed telephony presence			•		
Instant messaging presence		•	•		
Instant messaging presence change alert		•	•		
Presence privacy management		•	•		
Person to person and multiparty IM		•	•		
Client side IM logging		•	•		
Mobility					
Office Anywhere	•	•	•	•	•
Find Me	•	•	•	•	•
SoftPhone		•	•		
Video					
High quality, low latency video		•	•		
Network congestion resiliency		•	•		
Audio and Web Conferencing					
Launch of the Converged Conferencing Console	•	•	•		
Ad-hoc web conferencing	•	•	•		
Workgroup					
Workgroup queue monitoring			•		
Workgroup agent functions			•		
REQUIREMENTS					
Software Requirements					
Microsoft® Windows® OS	XP Pro SP2, Vista Business & Enterprise (32 bit), Windows 2003, Terminal Server R2 (32&64 bit)	XP Pro SP2, Vista Business & Enterprise (32 bit), Windows 2003, Terminal Server R2 (32&64 bit)	XP Pro SP2, Vista Business & Enterprise (32 bit), Windows 2003, Terminal Server R2 (32&64 bit)		NA
Microsoft Outlook	Outlook 2003 SP2, Outlook 2007	Outlook 2003 SP2, Outlook 2007	Outlook 2003 SP2, Outlook 2007	NA	NA
 Citrix® ready	XenApp 4.5 (limited support)	XenApp 4.5 (limited support)	XenApp 4.5 (limited support)	NA	NA
Hardware Requirements					
Processor	Pentium 3-800 MHz	Pentium 4-2.0 GHz, Pentium 4-3.0 GHz with up to 500 monitored contacts, dual core 1.6 GHz for video	Pentium 4-2.0 GHz, Pentium 4-3.0 GHz with up to 500 monitored contacts, dual core 1.6 GHz for video		NA
Available RAM	100 MB *	150 MB *	150 MB *		NA
Disk space	1 GB **	1 GB **	1 GB **		NA
Bandwidth Requirements					
Standard traffic	0.2 kbps	0.2 kbps	0.2 kbps		
High quality video		Up to 600 kbps	Up to 600 kbps		
Others					
		ShoreTel Converged Conferencing 7.1 or Microsoft OCS 2007 for IM and Presence	ShoreTel Converged Conferencing 7.1 or Microsoft OCS 2007 for IM and Presence	Refer to ShoreTel Mobile Call Manager datasheet for details	



World Headquarters:
960 Stewart Drive
Sunnyvale, CA
94085 USA

+1 (800) 425-9385 Toll Free
+1 (408) 331-3300 Tel
+1 (408) 331-3333 Fax

info@shoretel.com

www.shoretel.com

EMEA:

+1 800 408 33133 Freephone
+44 (1628) 826300 Tel

Asia Pacific:

+61 (0)2 9959 8000 Tel

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* Memory used by the ShoreTel application exclusively; A minimal of 1 GB of total memory on the PC is recommended when using other office applications under Windows XP or 2 GB under Windows Vista

** Disk space requirement is for installation on a system without Windows.NET Framework installed previously. Once installed, Call Manager requires less than 100MB of disk space