

SPECIFICATIONS

ShoreTel 13 Feature Summary

ShoreTel voice switches

Telephone features

Answer
 Bridged call appearance
 Call barge in
 Call forward, busy
 Call forward, external
 Call forward, no answer
 Call hold
 Call join
 Call park/unpark
 Call pickup extension
 Call pickup group
 Call recording
 Call stack (1-16 calls)
 Call redirect
 Call transfer, blind
 Call transfer, consultative
 Call transfer, intercom
 Call transfer, mailbox
 Call transfer whisper
 Call waiting
 Caller ID name
 Caller ID number
 Caller ID blocking
 Conference (6-party)
 Conference blind
 Conference consultative
 Conference intercom
 Dial number (speed dial)
 Directory dialing
 Distinctive dial tone
 Distinctive ringing
 E911
 Group paging
 Handsfree
 Hang up
 Hold
 Hot key pad
 Huntgroups
 InstaDial
 Intercom
 Integrated voicemail
 Night bell
 Message waiting
 Missed call
 Multiple emergency numbers
 Multiple line appearance

Music-on-hold
 Operator ("0")
 On hold reminder ring
 Extension Assignment
 Outbound caller ID
 Paging
 Park and Page
 Paging extension in paging group
 Pick up night bell
 Priority paging
 Redial
 Ringdown
 Ring tone selection
 Ring tone personalization
 Send digits over call
 Silent monitor
 SIP
 Voicemail ("#")
 Whisper page
 Whisper page mute

Trunk types

Analog loop start
 Analog wink start
 TBR 21 support
 T1 loop start
 T1 wink start
 T1 PRI – ANSI

- NI2
- 4ESS
- 5ESS
- DMS 100
- QSIG master
- QSIG slave
- CAS

 E1 PRI - ETSI

- Euro-ISDN
- QSIG ISO
- QSIG ECMA
- Hong Kong (HKTA 2027)
- New Zealand Telecom

 SIP

- RFC 3261 - SIP
- RFC 2976 - SIP INFO
- RFC 5168 - SIP INFO
- RFC 3891- SIP Replace
- RFC 3515 - SIP Refer
- RFC 2396 - URI
- RFC 2388 - DTMF

Trunk features

ANI
 Automatic trunk maintenance
 Caller ID name
 Caller ID number
 Caller ID blocking
 Centrex flash
 Channel Negotiation (Euro ISDN)
 Connected Number (Euro ISDN)
 Dial-in prefix
 Dial-out prefix
 DID
 Digit translation
 DNIS
 Malicious Call Trace (Euro ISDN)
 Network call routing
 Network/User side PRI
 Off-system extensions
 SIP
 SIP Diversion
 Tandem trunking
 Trunk groups

IP phone support

10/100/1000 switch
 802.1x
 802.3af PoE
 BV-16 codec
 BV-32 codec
 Custom ring tones
 G.711 uLaw
 G.722 codec
 G.729a
 Headset compatible (built-in electronic headset lifter)
 Hearing-aid compatible
 LLDP-MED
 MGCP
 Phone API
 Programmable buttons
 SIP (RFC 2833)
 Speaker phone (full duplex)
 ToS/Diff Derv
 UDP 5004 (patent pending)
 VLAN (DHCP)

DSP features

Dynamic echo cancellation
 Dynamic jitter buffer
 Lost packet handling
 Voice compression

- BV-16 codec
- BV-32 codec

- Linear
- G.711
- ADPCM
- G.722
- G.729a
- T.38 Fax

System features

500 switches per system
 Account codes
 ACD (workgroups)
 Admission control
 AES media encryption
 AMIS
 Auto attendant
 Backup auto-attendant
 Bridge call appearance
 Call permissions
 Distributed database
 Extension length (3-5 digits)
 Fax redirection
 Feature permissions
 IP phone failover
 Integrated voicemail
 Extension Assignment (on-net)
 Extension Assignment (external assignment)
 On-net dialing (1-7 digits)
 Power fail transfer
 PSTN failover
 PSTN short circuit
 Simultaneous Ringing and Call Move
 SMDI
 SNMP
 VPN Phone

Hunt groups

Simultaneous hunt
 Top down hunt
 Single or multiple calls per extension
 Busy out group
 Busy out extension
 16 extensions max. per switch
 8 groups max. per switch
 Call forward busy
 Call forward no answer
 Scheduled modes

ShoreTel										
Specifications	Voice Switch 90/ Voice Switch 90V	Voice Switch 90BRI/† Voice Switch 90BRIV/†	Voice Switch 50/ Voice Switch 50V	Voice Switch 30	Voice Switch 30BRI/†	Voice Switch 24A	Voice Switch T1k	Voice Switch 220T1/ Voice Switch 220T1A	Voice Switch E1k	Voice Switch 220E1
Telephones										
IP phones	90	90	50	30	30			220		220
Analog phones	4	4	2	2	2	24		4 (220T1A only)		
Analog Ports										
Loop start trunks*	8		4	2				2 (220T1A only)		
DID trunks*	4		2	2				4 (220T1A only)		
Extensions (telephones)	4	4	2	2	2	24		4 (220T1A only)		
Digital Trunks										
Digital trunk channels		8 BRI Channels			2 BRI Channels		24/23B+D	24/23B+D	30B+D	30B+D
Integrated CSU							•	•	•	•
Line and payload loopbacks							•	•	•	•
Facilities data link							•	•	•	•
Voicemail										
Voicemail storage	56 hours (90V only)	56 hours (90BRIV only)	22 hours (50V only)							
Mailboxes	90 (90V only)	90 (90BRIV only)	50 (50V only)							
Conference										
Make Me conference ports	12	4	6			24		6 (220T1A only)		
Front Panel										
10M/100M Ethernet (RJ-45)	2	2	2	2	2	2	2	2	2	2
Analog	RJ-21X	RJ-21X	RJ-21X	RJ-21X	RJ-21X	RJ-21X		RJ-21X (220T1A only)		
Audio input and output (mini)	•	•	•	•	•	•	•	•	•	•
T1/E1 (RJ-48C)							•	•	•	•
T1/E1 monitor (RJ-48C)							•	•	•	•
Maintenance (DB-9)	•	•	•	•	•	•	•	•	•	•
Mechanical										
19" rack mount	•	•	•	•	•	•	•	•	•	•
Dimensions	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	17.2 x 1.7 x 14.3 in. 43.6 x 4.4 x 36.3cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm
Weight	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	9 lb (4.1 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)
Power										
Input voltage, frequency	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz
Input current	1A max.	1A max.	1A max.	1A max.	1A max.	2A max.	1A max.	1A max.	1A max.	1A max.
Consumption/dissipation	31/33 W max.	23/25 W max.	23/25 W max.	23 W max.	22 W max.	63 W max.	18 W max.	18/29 W max.	18 W max.	18 W max.
Environmental										
Operating temperature	0°-50° C	0°-50° C	0°-50° C	0°-50° C	0°-50° C	0°-50° C	0°-50° C	0°-50° C	0°-50° C	0°-50° C
Operating humidity	0-90% (non-condensing)	0-90% (non-condensing)	0-90% (non-condensing)	0-90% (non-condensing)	0-90% (non-condensing)	0-90% (non-condensing)	0-90% (non-condensing)	0-90% (non-condensing)	0-90% (non-condensing)	0-90% (non-condensing)
Storage temperature	Call -30°-70° C	-30°-70° C	-30°-70° C	-30°-70° C	-30°-70° C	-30°-70° C	-30°-70° C	-30°-70° C	-30°-70° C	-30°-70° C

*Loop start trunks on the ShoreTel Voice Switch 120 and DID trunks on all switches are supported in the US and Canada only.

† Product availability varies according to geography. Please contact your local ShoreTel Representative for availability in your area.

									
Specifications	IP Phone 655	IP Phone 565g	IP Phone 560g	IP Phone 265	IP Phone 230/230g	IP Phone 212k	IP Phone 115	IP Phone 110	IP Phone BB24
Functions									
Call appearance	12 (Tri-color LEDs)	6 (Tri-color LEDs)	6 (Tri-color LEDs)	6 (Tri-color LEDs)	3 (Green LEDs (230)) 3 (Tri-color LEDs (230g))	12 (Tri-color LEDs)	1	1	24 (Tri-color LEDs)
Feature keys	5 (Redial, Voicemail, Directory, Call History, Applications)	8 (Transfer, conference, hold intercom, redial/history, voicemail, options, directory)	8 (Transfer, conference, hold intercom, redial/history, voicemail, options, directory)	8 (Transfer, conference, hold intercom, redial/history, voicemail, options, directory)	8 (Transfer, conference, hold intercom, redial/history, voicemail, options, directory)	8 (Transfer, conference, hold intercom, redial/history, voicemail, options, directory)	6 (Transfer, conference, hold intercom, redial, voicemail)	6 (Transfer, conference, hold intercom, redial, voicemail)	
Soft keys	N/A	4	4	4	4	2			
Display	640 x 480 pixels (VGA) Backlit, color touchscreen with haptic feedback	24 characters x 7 lines 320 x 240 pixels Backlit, color	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	24 characters x 7 lines 320 x 240 pixels Backlit, color	24 characters x 5 lines 120 x 35 pixels	13 characters x 8 lines 65 x 56 pixels	16 characters x 1 line 80 x 7 pixels	16 characters x 1 line 80 x 7 pixels	12 characters x 14 line 80 x 168 pixels Backlit, grayscale
Speakerphone (full duplex)	• (LED indicator) / Advanced beam-forming microphone array / Extension microphone option	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	Half-duplex (LED indicator)	(speaker only)	
Mute	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	•	•	
Volume controls	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	
Headset compatibility	RJ-22 (LED indicator)	RJ-22 (LED indicator) Bluetooth headset option	RJ-22 (LED indicator)	RJ-22 (LED indicator)	RJ-22 (LED indicator)	RJ-22 (LED indicator)	External		
Electronic hook-switch control for wireless headsets	•	•	•	•	•	•			
Color	n/a	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black
Features									
Call redirect	•	•	•	•	•	•			
Call timer	•	•	•	•	•	•			
Caller ID name, number	•	•	•	•	•	•	•	•	
Conference call mgmt.	6 party	6 party	6 party	6 party	6 party	6 party	3 party	3 party	
Directory	Unlimited (system)/Sort by first or last names/ Alphanumeric lookup	Unlimited (system)	Unlimited (system)	Unlimited (system)	Unlimited (system)	Unlimited (system)			
Message waiting (LED)	•	•	•	•	•	•	•	•	
Missed call indicator	•	•	•	•	•	•			
Redial / history	Unlimited (stored on server)	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last number	Last number	
Ring tone selections	4	4	4	4	4	4	4	4	
Speed dial	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited			
Time and date	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	
Transfer to voicemail	•	•	•	•	•	•			
On hook dialing	•	•	•	•	•	•	•		
Built in VPN client	•	•	•		• (230g only)				
XML application support	•	•	•	•					
Option Management									
Call handling mode	•	•	•	•	•	•	Via voicemail	Via voicemail	
Call forwarding	•	•	•	•	•	•			
Handsfree mode	•	•	•	•	•	•			
Ring tone	•	•	•	•	•	•			
Agent state	•	•	•	•	•	•	Via voicemail	Via voicemail	
IP Telephony									
Protocol	MGCP	MGCP	MGCP	MGCP	MGCP	MGCP	MGCP	MGCP	MGCP
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004
Supported codecs	G.722 G.711 uLaw BV-32 G.729A BV-16	G.722 G.711 uLaw BV-32 G.729A BV-16	G.722 G.711 uLaw BV-32 G.729A BV-16	G.722 G.711 uLaw BV-32 G.729A BV-16	G.722 G.711 uLaw BV-32 G.729A BV-16	G.722 G.711 uLaw BV-32 G.729A BV-16	G.722 G.711 uLaw BV-32 G.729A BV-16	G.722 G.711 uLaw BV-32 G.729A BV-16	G.722 G.711 uLaw BV-32 G.729A BV-16
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional) PoE power forwarding
Ethernet	10/100/1000 switch	10/100/1000 switch	10/100/1000 switch	10/100 switch	10/100 switch, 10/100/1000 switch	10/100 switch	10/100 switch (software)*	10/100 switch	10/100 switch
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static
Technical Specifications									
Size	12.7 x 6.5 x 6.5 in 32.0 x 17.0 x 16.7 cm	11.6 x 7.5 x 5.3 in 29.5 x 19.1 x 13.5 cm	11.6 x 7.5 x 5.3 in 29.5 x 19.1 x 13.5 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 c	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 cm	5.9 x 5.7 x 4.0 in 15.0 x 14.5 x 10.2 cm
Weight	4.0 lb (1.6 kg)	2.6 lb (1.2 kg)	2.6 lb (1.2 kg)	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)	1.6 lb (0.7 kg)	1.6 lb (0.7 kg)	1.1 lb (0.5 kg)
Power (idle/active/max)	Class 3 PoE (5.7 W/7.7 W/9.1 W)	Class 3 PoE (4.2 W/6.3 W/8.3 W)	Class 3 PoE (4.1 W/6.1 W/7.5 W)	Class 2 PoE (3.5 W/4.3 W/5.9 W)	Class 2 PoE (230), Class 2 PoE (230g) 2.9 W/3.6 W/ 4.4 W (230) 4.0 W/5.3 W/5.9 W (230g)	Class 2 PoE (3.0 W/3.5 W/5.0 W)	Class 2 PoE (2.6 W/2.9 W/4.0 W)	Class 2 PoE (2.8 W/3.1 W/3.9 W)	Class 3 PoE (2.9 W/4.6 W/6.5 W)
Interfaces	RJ-45 Ethernet uplink / RJ-45 Ethernet downlink / RJ-22 handset jack / RJ-22 headset jack / USB port (for future use) / Extension microphone jacks (x2) / Diagnostic port	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink
Loop length	100 meters	100 meters	100 meters	100 meters	100 meters	100 meters	100 meters	100 meters	100 meters
Hearing-aid compatible	•	•	•	•	•	•	•	•	•
Environmental									
Operating temperature	0–50° C	0–50° C	0–50° C	0–50° C	0–50° C	0–50° C	0–50° C	0–50° C	0–50° C
Humidity	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)

* Restricted throughput

† Product availability varies according to geography. Please contact your local ShoreTel Representative for availability in your area.

ShoreTel management

Installation

- Installation wizards
- Integrated software distribution
- License management
- Silent client install
- Copy programmable buttons
- Global programmable toolbars

Administration

- Active Directory integration
- Browser-based interface
- Centralized administration:
- Call control
- Voicemail
- Automated attendant
- Hunt groups
- Workgroups
- Workgroup interflow
- Workgroup overflow
- Call detail reporting
- Multi-user access
- Multi-level access control
- User ID and password protection
- User groups
- Call permissions
- Telephony permissions
- Voicemail permissions
- Trunk groups
- Dialing plans
- Dynamic configuration
- Automatic synchronization
- Unattended restart
- Online help
- Online user guides
- User import tool
- Extension Lists
- Batch update utility
- Account codes
- Route points
- System distribution lists
- User notifications
- Converged conference bridge
- Distributed routing services
- Administrator preference profiles

Maintenance

- Maintenance
- Real-time monitoring
- Event reporting
- Email event notification
- SNMP
- Online help
- Trunk test tool

Call detail reporting

- CDR database
- Integrated archival
- Bundled reports:
- Media stream statistics
- User activity
- Trunk activity
- Workgroup agent activity
- Workgroup queue activity
- WAN activity
- Third-party integration
- Space-delimited CDR output
- Send CDR over SMDR interface
- Remote CDR viewing
- CDR output

Dial plan support

- Australia
- Austria
- Belgium
- Brazil
- Canada
- Denmark
- France
- Singapore
- Hong Kong
- Ireland
- Italy
- Malaysia

Language support

- English (US)

ShoreTel messaging

Dial plan support

Dial Plan Support

Austria
Australia
Belguim
Brazil
Canada
Denmark
France
Germany
Hong Kong
Ireland
Italy
Malaysia

Language support

Chinese (Mandarin) – prompts only
Danish
Dutch
English (Australia)
English (UK)
English (US)
French (Canadian)
French (France)
German
Italian
Japanese – prompts only
Korean - prompts only
Norwegian
Portuguese (Brazil)
Portuguese (Portugal)
Spanish (Spain)
Spanish (CALA)
Swedish

Voicemail

20,000 mailboxes
21 servers
3,000 mailboxes/main server
2,000 mailboxes/distributed server
1,000 system distribution lists
99 personal distribution lists
254 calls/server
Unlimited storage
Greeting-Only Voicemail Option
Voicemail synchronization with Gmail for business
Messaging controls:
Play
Record
Pause
Rewind
Fast forward
Delete

Auto delete by number of days

Save
Skip
Reply
Reply to additional targets
Reply all
Reply with call back
Call sender
Forward

Compose features:

Mark urgent
Address by extension
Address by name
Address by distribution list
Broadcast
Call handling modes
Call handling modes

Five personal modes:

Standard
In a meeting
Out of office
Extended absence
Custom
Call forwarding
Greeting
Transfer to personal assistant
Recorded name
Find Me

Message notification:

Stutter dial tone
FSK message waiting
Dial pager
Dial extension
Dial external number
Escalation notification
Export WAV file

Management features:

Login security
Change password
Force password changes
Force change from default password
Password-length limits
Voicemail permissions
Message length
Number of messages
Mail box full notification
Broadcast
Message notification
Automatic message forwarding
Automatic delete after forwarding

Legacy integration:

SMDI
AMIS

Auto attendant

256 menus
256 levels
256 schedules
254 calls/server
Extension access
DID access
DNIS access
Play and record prompts over Telephone or PC
Scheduled modes per menu (4):
On-hours
Off-hours
Holiday
Custom
Single digit actions:
Dial by first name
Dial by last name
Go to extension
Go to menu
Hang up
Repeat prompt
Take a message
Take a message by first name
Take a message by last name
Transfer to extension
Multi-digit actions:
Go to extension
Go to menu
Take a message
Transfer to extension
Other actions:
Time out (configurable)
Too many errors
Invalid entry

ShoreTel Communicator - personal access

Standard call management

- Answer, hang up
- Transfer
- Send to voicemail
- Send to auto-attendant
- Park
- Hold
- New call
- Redial
- Speed dial

Advanced call management

- Intercom
- Park
- Page
- Pickup
- Pickup night bell
- Silent monitor
- Barge in
- Whisper transfer
- Whisper page

Call handling modes

- Five modes
- Call forward (always, no answer, busy)
- Customized greetings by mode
- Call handling mode delegation

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

Standard integrated voicemail

- Caller ID, date, time, duration display
- Play
- Delete
- Call Sender

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

Message notification and escalation

- Notify on any, urgent or never
- Notify at an extension or external number
- Notify to a pager or via e-mail
- Email message header
- Email full message (wave file)
- Configurable re-try options

Outlook voicemail inbox

- Compose
- Date, time and duration
- Delete
- Forward
- Move backward, forward
- Play
- Reply
- Save
- Sort with folders
- Play on phone or play on PC

Outlook contact integration

- Personal imported contacts
- Pop Outlook contact on incoming call
- Show contact information on IP phone
- Outlook and Word presence
 - See users' presence inside Microsoft applications
 - Initiate a call, IM or flag a contact within Outlook Phone, IM, email imported contacts

Contact viewer

- Telephony presence
- Instant messaging presence
- Person-to-person chat
- Multi-party IM and tabbed chat
- IM presence privacy
- Presence change alert
- Client side IM logging

Outlook and Word presence

- See users' presence inside Microsoft applications
- Initiate a call, IM or flag a contact within Outlook

Extension assignment

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

Find me

- Forward to any two numbers
- Caller ID delivered on Find Me
- Announce callers on Find Me
- Answer call with key press
- Send to voicemail with key press

Others

- Ad-hoc web conferencing session
- Contact center toolbar integration
- Integrated just-in-time presence
- Message notification and escalation
- Personal call recording
- Programmable buttons
- Third party contact import API

Language support

- Danish
- Dutch
- English (Australia)
- English (UK)
- English (US)
- French (Canadian)
- French (France)
- German
- Italian
- Norwegian
- Portuguese (Brazil)
- Portuguese (Portugal)
- Spanish (Spain)
- Spanish (CALA)
- Swedish

ShoreTel Communicator - professional access

Standard call management

- Answer, hang up
- Transfer
- Send to voicemail
- Send to auto-attendant
- Park
- Hold
- New call
- Redial
- Speed dial

Advanced call management

- Intercom
- Park
- Page
- Pickup
- Pickup night bell
- Silent monitor
- Barge in
- Whisper transfer
- Whisper page

Call handling modes

- Five modes
- Call forward (always, no answer, busy)
- Customized greetings by mode
- Personalized call handling
- Call handling mode delegation

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

Standard integrated voicemail

- Caller ID, date, time, duration display
- Play
- Delete
- Call Sender

Advanced voicemail playback

- Caller ID name and number
- Date, time and duration
- Call back
- Compose
- Delete
- Forward
- Forward via email
- 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

Message notification and escalation

- Notify on any, urgent or never
- Notify at an extension or external number
- Notify to a pager or via email
- Email message header
- Email full message (wave file)
- Configurable re-try options

Outlook voicemail inbox

- Compose
- Date, time and duration
- Delete
- Forward
- Move backward, forward
- Play
- Reply
- Save
- Sort with folders
- Play on phone or play on PC

Outlook contact integration

- Phone, IM, email imported contacts
- Personal imported contacts
- Pop Outlook contact on incoming call
- Show contact information on IP phone

Outlook and Word presence

- See users' presence inside Microsoft applications
- Initiate a call, IM or flag a contact within Outlook

Extension assignment

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

Find me

- Forward to any two numbers
- Caller ID delivered on Find Me
- Announce callers on Find Me
- Answer call with key press
- Send to voicemail with key press

Contact viewer

- Telephony presence
- Instant messaging presence
- Person-to-person chat
- Multi-party IM and tabbed chat
- IM presence privacy
- Presence change alert
- Client side IM logging

Video

- Integrated high quality, low latency video
- Network congestion resiliency
- H.264 Interoperability with Lifesize

Mobility

- Extension Assignment
- Find Me
- SoftPhone

Others

- Contact Center toolbar integration
- Enable Workgroup Mailbox with Contact Center
- Message notification and escalation
- Personal call recording
- Programmable buttons
- Third party contact import API
- V Minus 1 Client Compatibility and Client Version Management

Language support

- Danish
- Dutch
- English (Australia)
- English (UK)
- English (US)
- French (Canadian)
- French (France)
- German
- Italian
- Norwegian
- Portuguese (Brazil)
- Portuguese (Portugal)
- Spanish (Spain)
- Spanish (CALA)
- Swedish

ShoreTel Communicator - operator access

Standard call management

Answer, hang up
Transfer
Send to voicemail
Send to auto-attendant
Park
Hold
New call
Redial
Speed dial

Advanced call management

Drag and drop of calls into
 Contact Viewer
Intercom
Park
Page
Pickup
Pickup night bell
Silent monitor
Barge in
Whisper transfer
Whisper page

Call handling modes

Five modes
Call forward (always, no answer,
 busy)
Customized greetings by mode
Call handling mode delegation
Call handling for operator/
 executive assistant
Personalized call handling

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

Standard integrated voicemail

Caller ID, date, time, duration
 display
Play
Delete
Call Sender

Advanced voicemail playback

Caller ID name and number
Date, time and duration
Call back
Compose
Delete

Forward
Forward via email
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

Message notification and escalation

Notify on any, urgent or never
Notify at an extension or external
 number
Notify to a pager or via e-mail
E-mail message header
E-mail full message (wave file)
Configurable re-try options

Outlook voicemail inbox

Compose
Date, time and duration
Delete
Forward
Move backward, forward
Play
Reply
Save
Sort with folders
Play on phone or play on PC

Outlook contact integration

Phone, IM, email imported
 contacts
Personal imported contacts
Public import contacts
Pop Outlook contact on incoming
 call
Show contact information on IP
 phone

Outlook and Word presence

See users' presence inside
 Microsoft applications
Initiate a call, IM or flag a contact
 within Outlook

Extension assignment

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

Find me

Forward to any two numbers
Caller ID delivered on Find Me
Announce callers on Find Me
Answer call with key press
Send to voicemail with key press

Contact viewer (extension monitor)

Multi-Party IM and Tabbed Chat
IM Presence Privacy
Management
Presence Change Alert
Telephony presence
Detailed telephony presence
Instant messaging presence
Person-to-person chat
Client side IM logging
Monitor up to 500 contacts

Video

High resolution, low latency
 video
Network congestion resiliency
H.264 Interoperability with
 Lifesize

Mobility

Extension Assignment
Find Me
SoftPhone

Workgroup agent functions

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

Others

Personal call recording
Programmable buttons
Message notification and
 escalation
High resolution video (optional
 feature)
Third party contact import API

Language support

Danish
Dutch
English (Australia)
English (UK)
English (US)
French (Canadian)
French (France)
German
Italian
Norwegian
Portuguese (Brazil)
Portuguese (Portugal)
Spanish (Spain)
Spanish (CALA)
Swedish

ShoreTel Communicator for Mobile

Mobile phone support

BlackBerry 81xx Series
BlackBerry 83xx Series
BlackBerry 85xx series (Curve)
BlackBerry 87xx Series
BlackBerry 88xx Series
BlackBerry 8500 (Curve)
BlackBerry 8900 (Curve)
BlackBerry 90xx Series (Bold)
BlackBerry 91xx Series (Pearl 2)
BlackBerry 95xx Series (Storm, Storm2)
BlackBerry 96xx series (Tour)
BlackBerry 9700 (Bold)
BlackBerry 9800 (Torch)
BlackBerry Storm 2
Motorola RAZR V3
Motorola RAZR V3xx
Nokia E51
Nokia E61i
Nokia E63
Nokia E71
Nokia E72
Nokia E75
Nokia Surge 6790
Nokia E90
Samsung Blackjack II
HTC Mogul (Sprint PPC-6800)
HTC P6500 (Sirius)
HTC TyTn II

Language support

Danish
Dutch
English (US)
English (UK)
French
German
Italian
Norwegian
Portuguese
Portuguese (Brazil)
Spanish
Swedish

Main screen details

Unplayed Voicemail Indicator
Missed call and voicemail indicator
Default OA selected indicator
Location Based Service status indicator
Incoming Call History Indicator
Call Handling Mode Indicator
Main Menu

Main screen quick settings

Extension Assignment
Call Handling Mode

QuickDialer

Corporate Contacts
Diacritical Character Support
Personal Address Book integration
Wildcard first and last name
Lookup/Call by First Name
Lookup/Call by Last Name
Lookup/Call by Phone Number

Visual voicemail

Preview
Full Play
Navigate

Call history

Call Back

Settings

Call Handling Modes
Location Based Services
QuickDialer
Language
Keyboard
Extension Assignment
Default Start Page
Network Speed
Online Help
Reset Settings
User Information

BlackBerry integrated functions

Dial directly from the Address Book
Dial directly from the Call Log
Status indicator on the Home Screen

Keyboard type

QWERTY
QWERTZ
AXERTY

ShoreTel Communicator for Mac

Communicator for Mac is a native Mac OS X application, which offers the features available through the Communicator for Web, plus the following additional Mac specific features:

Dial contacts directly from Mac Address Book
Import contacts from Mac Address Book
Allows dialing from many applications using Mac OS X services
Can be kept in Dock and opened at startup like any Mac application.

Dock icon displays a Badge with missed call and unheard voicemail counts
Background notifications of incoming calls and voicemails

ShoreTel Communicator for iPhone

Mobile phone support

iPhone 3G and 3GS
iPhone 4
iPad
iOS3.x, iOS4

Language support

English (US)

Visual voicemail features

Voicemail information:
Caller ID
Date and time of receipt

Duration
Played status
Voicemail actions:
Play the whole message on the device assigned to the extension
Call sender
Delete message

QuickDialer
Access the mobile device's address book

Filter contacts using the first letters of the first and last name
Enter phone numbers
Call history information
Caller ID date and time of receipt
Duration played status

"On-the-go" functions

Call handling modes settings
Extension assignment settings
iPAD support (emulation mode)

ShoreTel Communicator - agent access

Standard call management

- Answer, hang up
- Transfer
- Send to voicemail
- Send to auto attendant
- Park
- Hold
- New call
- Redial
- Speed dial

Advanced call management

- Intercom
- Park
- Page
- Pickup
- Pickup night bell
- Silent monitor
- Barge in
- Whisper transfer
- Whisper page

Personalized call handling Modes

- Five modes
- Call forward (always, no answer, busy)
- Customized greetings by mode
- Call handling notes
- Call handling mode delegation

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

Standard integrated voicemail

- Caller ID, date, time, duration display
- Play
- Delete
- Call Sender

Advanced voicemail playback

- Caller ID name and number
- Date, time and duration
- Call back
- Compose
- Delete
- Forward
- Forward via email
- 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

Message notification and escalation

- Notify on any, urgent or never
- Notify at an extension or external number
- Notify to a pager or via e-mail
- E-mail message header
- E-mail full message (wave file)
- Configurable re-try options

Outlook voicemail inbox

- Compose
- Date, time and duration
- Delete
- Forward
- Move backward, forward
- Play
- Reply
- Save
- Sort with folders
- Play on phone or play on PC

Outlook contact integration

- Phone, IM, email imported contacts
- Personal imported contacts
- Public import contacts
- Pop Outlook contact on incoming call
- Show contact information on IP phone

Outlook and Word presence

- See users' presence inside Microsoft applications
- Initiate a call, IM or flag a contact within Outlook

Extension assignment

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

Find me

- Forward to any two numbers
- Caller ID delivered on Find Me
- Announce callers on Find Me
- Answer call with key press
- Send to voicemail with key press

Contact viewer (extension monitor)

- Telephony presence
- Instant messaging presence
- Person-to-person chat
- Client side IM logging

Workgroup agent functions

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

Mobility

- Extension Assignment
- Find Me
- SoftPhone

Others

- Personal call recording
- Programmable buttons
- Message notification and escalation
- 3rd party contact import API

Language support

- Danish
- Dutch
- English (Australia)
- English (UK)
- English (US)
- French (Canadian)
- French (France)
- German
- Italian
- Norwegian
- Portuguese (Brazil)
- Portuguese (Portugal)
- Spanish (Spain)
- Spanish (CALA)
- Swedish

ShoreTel Communicator - supervisor access

Standard call management

- Answer, hang up
- Transfer
- Send to voicemail
- Send to auto attendant
- Park
- Hold
- New call
- Redial
- Speed dial

Advanced call management

- Intercom
- Park
- Page
- Pickup
- Pickup night bell
- Silent monitor
- Barge in
- Whisper transfer
- Whisper page

Personalized call handling Modes

- Five modes
- Call forward (always, no answer, busy)
- Customized greetings by mode
- Call handling notes
- Call handling mode delegation

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

Standard integrated voicemail

- Caller ID, date, time, duration display
- Play
- Delete
- Call Sender

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

Message notification and escalation

- Notify on any, urgent or never
- Notify at an extension or external number
- Notify to a pager or via email
- Email message header
- Email full message (wave file)
- Configurable re-try options

Outlook voicemail inbox

- Compose
- Date, time and duration
- Delete
- Forward
- Move backward, forward
- Play
- Reply
- Save
- Sort with folders
- Play on phone or play on PC

Outlook contact integration

- Phone, IM, email imported contacts
- Personal imported contacts
- Public import contacts
- Pop Outlook contact on incoming call
- Show contact information on IP phone

Outlook and Word presence

- See users' presence inside Microsoft applications
- Initiate a call, IM or flag a contact within Outlook

Extension assignment

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

Find me

- Forward to any two numbers
- Caller ID delivered on Find Me
- Announce callers on Find Me
- Answer call with key press
- Send to voicemail with key press

Contact viewer (extension monitor)

- Telephony presence
- Instant messaging presence
- Person-to-person chat
- Client side IM logging
- Workgroup Agent Functions
- Display of calls in your queue
- Call pick up from queue
- Call information display
- Previous call log display

Workgroup supervisor functions

- Display agents in your workgroup
- Manage queue alerts
- Manage Workgroup thresholds
- Manage agent states
- Change Workgroup call handling mode

Mobility

- Extension Assignment
- Find Me
- SoftPhone

Others

- Personal call recording
- Programmable buttons
- Message notification and escalation
- 3rd party contact import API

Language support

- Danish
- Dutch
- English (Australia)
- English (UK)
- English (US)
- French (Canadian)
- French (France)
- German
- Italian
- Norwegian
- Portuguese (Brazil)
- Portuguese (Portugal)
- Spanish (Spain)
- Spanish (CALA)
- Swedish

ShoreTel Communicator access level comparison

Comparison Chart	Personal Access	Professional Access	Agent Access	Supervisor Access	Operator Access	Mobile Access
Remote Call Control and Presence						
QuickDialer	•	•	•	•	•	•***
Call, answer, hold, conference	•	•	•	•	•	
Call history, redial history	•	•	•	•	•	•
Speed dial	•	•	•	•	•	
Advanced call management: Intercom, park, page, pick-up, silent monitor, barge in, whisper transfer/page, overhead page, telephony presence change alert	•	•	•	•	•	
Just-in-time telephony presence	•	•	•	•	•	
Call Handling Modes	•	•	•	•	•	•
Call Handling Mode Delegation (to give permission)	•	•	•	•	•	
Call Handling Mode Delegation (to change somebody else's)				•	•	
Personalized Call Handling: based on who is calling, when the call arrives or based on the user's Call Handling Mode		•	•	•	•	
Up to 6-party audio conference (add-on and join)	•	•	•	•	•	
Bride Call Appearance: multiple viewing/docking options, call appearance name/number, call state/duration/notes & properties, call Pick-up					•	
Share Call Appearances					•	
Call drag and drop to Contact Viewer			•	•	•	
Programmable buttons	•*	•	•	•	•	
Visual Voicemail						
Standard integrated voicemail: Caller id name and number, date, time and duration, play, call back, delete	•	•	•	•	•	•
Advanced voicemail playback: compose, forward, forward via email, move backward, reply, reply all, save, sort with folders	•	•	•	•	•	
Voicemail preview						•***
Message notification and escalation	•	•	•	•	•	
Outlook Integration*						
Built-in presence		•	•	•	•	
Voicemail inbox	•	•	•	•	•	
Contact integration	•	•	•	•	•	•***
Calendar-based Call Handling Mode	•	•	•	•	•	
Contact Viewer						
Telephony presence		•	•	•	•	
Detailed telephony presence (ringing status, connect time)				•	•	
Instant messaging presence		•	•	•	•	
Instant messaging presence change alert		•	•	•	•	
Presence privacy management		•	•	•	•	
Person to person and multiparty IM		•	•	•	•	
Client side IM logging		•	•	•	•	
Mobility						
Extension Assignment: Assign to internal numbers or external telephones (cell, home, etc.)	•	•	•	•	•	•
Find Me	•	•	•	•	•	•
SoftPhone: Number pad for dtmf entry, swift change from phone to SoftPhone, G.711/G.722 Codec		•	•	•	•	•
GPS-based change of Call Handling Mode or Extension Assignment						•***
Bluetooth-based change of Call Handling Mode or Extension Assignment						•***
Audio and Web Conferencing						
Desktop Sharing**	•	•	•	•	•	
Instant recording of audio and web conferencing**	•	•	•	•	•	
Video						
High quality, low latency video: H.264/Svc protocol, 640 x 480 (VGA), Up to 30 frames per second		•			•	
Workgroup and Contact Center						
Queue monitoring			•	•	•	
Queue alerts			•	•		
Workgroup mailbox			•	•		
Agent monitoring				•	•	
Contact Center Integration	•	•				

* ShoreTel Communicator for Web is available with the Personal Access Level, with the exception of this feature.

** Requires ShoreTel Conferencing and Instant Messaging

*** Device dependent

ShoreTel conferencing and instant messaging

Audio conferencing instant messaging

- XMPP-based
- Encrypted communications
- Integrated authentication with ShoreTel Communicator
- Contact list management
- Offline messaging
- Multi-party conversation
- Presence privacy
- Mac iChat support

Conference management

- Reservationless, scheduled and instant conference
- Enforcement of scheduled conferences
- One-click scheduling in Microsoft Outlook
- Advanced settings in Microsoft Outlook
- Conference Web Portal
- Instant conference from ShoreTel Communicator
- Bridge into conference from ShoreTel Communicator or phones
- User-selected host and participant access codes
- Auto-generated access codes
- Host-required option
- Audio and web recordings/playback
- Resilient conferencing
- Floating licensing

Audio conferencing

- HD audio
- Dial out
- Telephone interface (DTMF)
- Integrated conference button on ShoreTel phones
- Mute one, all parties
- Drop one, all parties
- Dial out to add parties via the Web
- Web-based call back line to join
- Optional entry and exit tones
- Announce names on joining
- Roll call announcements

Telephone interface (DTMF)

- List option
- Mute or un-mute your line
- Mute/un-mute all
- List participants
- Start/stop recording
- Lock/unlock conference
- Disconnect all

Web conferencing

- Zero install for participants
- Zero install for hosts using ShoreTel Communicator
- Application and desktop sharing
- Application and desktop sharing recording/playback
- Whiteboard
- File transfer
- Conference Chat

Application sharing

- Share entire desktop
- Share individual windows
- Share zones
- Pass presenter controls to participants
- Pointer

Document sharing

- PowerPoint slides
- Flash videos
- Public and personal libraries

Security and compliance

- Individual user authentication
- One-time conference access codes
- 7-digit access codes
- Password protected conference
- Encrypted Web conferences (HTTPS)
- Encrypted audio (SRTP)
- Conference locking

Reporting

- Audio CDR in Director
- Web conferencing CDR

Audio codecs

- G.729
- G.722
- G.711
- DV14/ADPCM
- Linear
- Wideband Linear

Language support

- US English
- UK English
- Australian English
- Spanish (Spain)
- Danish
- German
- French (France)
- Italian
- Dutch
- Norwegian
- Portuguese (Brazilian, Portugal)
- Swedish

Contact Center solutions

Specifications	Workgroup	Contact Center	Enterprise Contact Center
System			
Graphical real-time displays	Yes	Yes	Yes
Universal Queue	No	No	Yes
Inbound (voice)	Yes	Yes	Yes
Outbound Campaign Dialing (voice)	No	Callback, Abandoned Callback	Callback, Abandoned Callback, Campaigns (dial from list)
Enterprise Resource Matching	No	Basic	Advanced
Inbound (Web chat)	No	No	Optional
Inbound (email) No No Optional			
Skills-based routing	No	Skill group routing	Agent capabilities, management preferences
Routing by DNIS	Yes	Yes	Yes
Routing by ANI or caller ID	No	ANI	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
Priority Routing	No	No	Yes
Overflow on wait	Single level	Single-level, multiple groups	Multi-level, multiple groups
Interflow on wait	Single level	Actual wait	Actual wait, estimated wait
Wrap-up code (Call coding)	No	Yes	Yes
Maximum calls in queue / server	254	254	254
Wall Board support	Queue Monitor only	Optional	Desktop Wall Board; external via COM port
Operating system (server)	Integrated with ShoreTel server	Dedicated Windows 2003 Server	Dedicated Windows 2003 Server
Redundant Server	Optional	Optional	Optional
Agent			
Screen pop	Outlook; client-based (TAPI)	Outlook; client-based (DDE, ActiveX, triggers)	Outlook; client-based (DDE, ActiveX, triggers)
Graphical user interface	Yes	Yes	Yes
Calls in queue display	Yes	Yes (COS permission)	Yes (COS permission)
Graphical threshold alerts	Yes (also audio)	Yes (Wall Board - Optional)	Yes (Wall Board)
Call picking from queue	Yes	Yes (COS permission)	Yes (COS permission)
Individual group login	No	Yes (COS permission)	Yes (COS permission)
On-screen wall board	No	Optional	Yes
Call information display	Yes	Yes	Yes
Previous call log display	Yes	Yes	Yes
Supervisor			
Supervisors	128	128	128
Real-time statistics	Yes (Queue monitor)	Yes	Yes
Historical reports	No (on ShoreTel server)	Yes (if permitted)	Yes (if permitted)
Supervisor Real-Time Monitoring			
Default refresh rate	Real time	One second	One second
Color-coded notifications	Yes	Two levels	Two levels
Available report formats	Tabular	Tabular	Tabular
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
Historical Reporting			
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 formulas	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
Wall Board Director			
Free text messages	No	Optional	Yes
Real-time statistics messages	Queue Monitor	Optional	Yes
System alarms	Queue Monitor	Optional	Yes

About ShoreTel

ShoreTel is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com.



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