ShoreTel Web Dialer

The ShoreTel Web Dialer application provides one-click dialing to any telephone number displayed in a Microsoft Internet Explorer or Mozilla Firefox browser window, taking the time and effort out of dialing when working online. Telephone numbers on the page are highlighted in orange, making them easy to find. With one click, users can dial local, long distance or international telephone numbers.

Flexibility for telesales and knowledge workers

Businesses that rely heavily on the Internet for telesales, research, materials sourcing and customer care find infinite uses for the ShoreTel Web Dialer application. For example, a simple spreadsheet can be saved as an HTML file, creating a directory that can be automatically dialed using the ShoreTel Web Dialer application. It also can be integrated into Web-based CRM applications. The Context Menu Dialing feature lets users right-click and dial abbreviated internal extensions or numbers that appear in text boxes on forms.

Web developers can also create customized Web pages with hot-linked text and graphics that dial designated phone numbers when clicked.

All users enjoy the convenience of the ShoreTel Web Dialer application's bookmark function, which speeds navigation to frequently browsed pages.

Productivity that enhances the bottom line

The ease of use that the Web Dialer application enables directly translates into productivity gains and bottom-line savings. This simple, yet powerful, application eliminates incorrectly dialed numbers and

saves seconds every time a user makes a call. This adds up to hours every year, per employee – a significant amount of time when multiplied across the number of staff making outbound calls.

BENEFITS

- Automatically highlights phone numbers on every Web page browsed using Microsoft Internet Explorer or Mozilla Firefox
- One click dials the number
- Runs transparently until the application is turned off
- Supports a variety of number formats, including international numbers
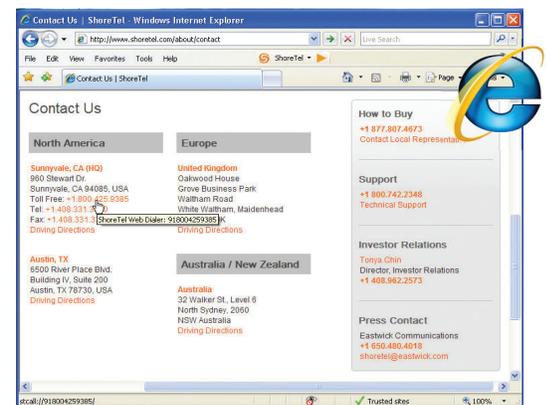
Figure 1: Web Dialer control shown in Internet Explorer
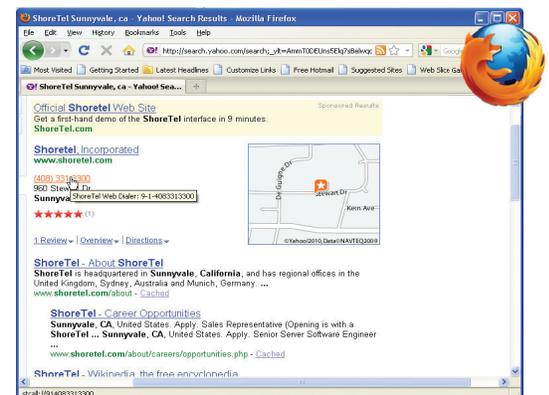
Figure 2: Web Dialer control shown in Mozilla Firefox

Technical notes

Operation

- The ShoreTel Web Dialer application uses a Microsoft Telephony Application Programming Interface (TAPI) connection from the Web page to the ShoreTel Communicator (formerly ShoreTel Call Manager), highlighting and underlining every external phone number on any HTML page. The TAPI connection allows users to dial the highlighted number by clicking on it.

- The ShoreTel Web Dialer application uses fuzzy logic to determine whether a string of digits represents an external phone number, but it may occasionally fail to recognize phone numbers that have atypical formats.

- Phone numbers displayed as images are only highlighted if the Web developer has created a custom page with predefined phone number links that connect to the ShoreTel Web Dialer application's underlying technology.

- Web pages that restrict modification, by nature of their design, will block integration with the ShoreTel Web Dialer application.

- Numbers that are displayed as alpha numeric strings (for example 1-800-BUY-STUFF) cannot be dialed using this application.

Requirements

- Microsoft Internet Explorer Version 6.0 or higher or Mozilla Firefox Version 3.0 or higher

- ShoreTel Communicator must be installed for the application to function; does not need to be running

- Microsoft .NET Framework Version 2.0 runtime. If this is not installed, the ShoreTel installation program will direct the user to the Microsoft Web site for installation.

- ShoreTel 6.1 or higher

Availability

The ShoreTel Web Dialer application is available for order from authorized ShoreTel resellers and distributors in North America, United Kingdom, Germany, and Spain.

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 or shoretelsky.com

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