

**Gain a competitive edge and increase employee productivity through intelligent, efficient communications.**

**Personal and Advanced Call Managers allow workers to effectively control their communications. ShoreTel systems help enterprises by:**

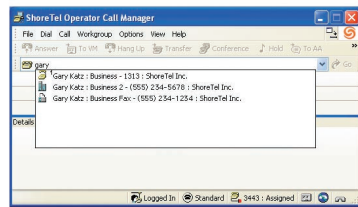
- Fostering productivity with improved enterprise-wide employee communication
- Increasing customer satisfaction via better response to customer calls
- Maximizing worker flexibility by enabling employee mobility
- Streamlining time-consuming tasks by simplifying, prioritizing and routing communications efficiently
- Improving business effectiveness with better informed decisions

**Personal Call Manager™**

**Advanced Call Manager™**

## ShoreTel Call Manager Applications

ShoreTel's Call Manager is a software application that runs on users' computers to provide a visual, information-rich interface for managing and controlling their communications – both their voice calls and their document collaboration. The Call Manager works in concert with the user's telephone and can support analog phones, IP phones and can even include an integrated SoftPhone. Call Manager is available in two versions – a Personal version for basic requirements and an Advanced version that provides additional capabilities.



## Boost productivity across the enterprise

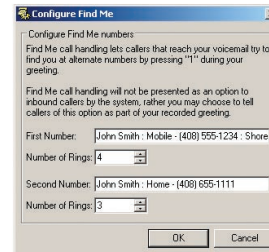
A single ShoreTel phone system works across enter-

prises and removes barriers between locations to improve communication. Employees simply type in the first few letters of a coworker's name, and Call Manager finds the number and dials it automatically. With Converged Conferencing, Call Manager users can also leverage drag-and-drop document sharing for every call. Just drop a document on any call and everyone on the call can instantly share the information.

## Improve customer service and satisfaction with better responsiveness

When revenue depends on quick, concise customer service, Call Manager streamlines employee-customer interactions. When calls arrive, a complete view of the caller is presented. Both the calling number and the matching name from the user's Outlook directory are displayed instantly. Users can take the call or click a button to send the caller to voice mail.

Additionally, Outlook can be automatically opened to a matching contact, making it easy to view or add information about the caller on the associated contact card. Employees can also add notes directly to the call before transferring it, sparing customers from needing to repeat their issues or requests to yet another person.



## Leverage mobility to empower your workers

Call Manager allows employees to remain responsive to customers and coworkers without being bound to their cubicles. Workers can

choose whether calls go to their desks, cell phones or remote locations with five selectable call routing options. A Find Me feature lets employees re-route calls to their mobile phones. Even when calls are set to ring through, employees can still use caller ID to determine whether to answer or route the call to voice mail. When a caller is routed to voice mail, users can choose to have Call Manager page them, call them or forward the message to their email so they are immediately notified.

ShoreTel's SoftPhone functionality can even turn an employee's computer and Call Manager into a telephone. A simple menu selection lets employees make and receive phone calls whenever they can get access to an acceptable broadband connection.

## Eliminate time-consuming tasks to optimize employee results

Call Manager frees employees from fruitless tasks – like playing phone tag, looking up numbers and struggling to set up conference calls. Integrated presence eliminates phone tag by letting callers know if a line is busy or an employee has redirected calls to another destination – all before dialing. And a visual display of up to 16 callers lets workers switch from one caller to another, transfer someone to another destination or initiate a conference – all with a simple mouse click.

Call Manager integrates with the user's personal information to simplify daily communications. Employees can instantly search their contacts for matching numbers and quickly make the call from their desktop computer. Their calls can be automatically forwarded when their calendar shows a scheduled appointment and returned to the original settings afterward. And they can view and respond to their voicemail from message notifications that appear in their email inbox.

## Specifications

### Personal Call Manager

Compact view  
Docked view (top or bottom)  
Detailed view

### Call Control: Make Call

New call  
Redial  
Speed dial  
Dial by name  
Dial vanity numbers  
Intercom  
Leave a message  
Intercom  
Leave a message

### Dial by Name

Outlook contacts  
System directory  
Personal directory

### Call Presentation

Calling name  
Calling number  
Current call state  
Call duration  
Hold duration  
Trunk group or DNIS  
Routing slip  
Call note  
Play sound  
Bring to front  
Call stack (16 calls)  
Matching contact name

### Call Management

Answer  
Page  
Pickup  
Pickup night bell  
Transfer  
Send to voice mail  
Send to auto-attendant  
Join to conference  
Add-on conference  
Park  
Hold  
Hang up

### Outlook Integration

#### Voice Mail Inbox Integration

Caller ID name and number  
Call back  
Compose  
Date, time and duration  
Delete  
Forward  
Forward via email  
Move backward  
Move forward  
Play  
Reply  
Reply all  
Save  
Sort with folders

### Contact Integration

QuickDial by name  
Personal contacts  
Public contacts

## Improve decision-making with improved information flow

Call Manager can team with Converged Conferencing to lift a conversation beyond voice communications. With Advanced Call Manager, employees can instantly share presentations and documents by dragging them into the call without the need to send a copy. The call initiator retains complete control of the presentations right down to when to move to the next page. The

Selectable contact folders  
Matching contact name display  
Local contact caching  
Matching contact screen pop  
Create / edit matching contact

### Calendar Integration

Calendar call routing

### Mobility Options SoftPhone

Turn PC to a phone  
Use with PC headsets  
Number pad for DTMF entry

### Find Me Call Handling

Forward to any two numbers  
Announce callers on answer  
Answer call with key press  
Send to voicemail with key press

### Call Handling Modes

Five call handling modes  
Standard  
In a meeting  
Out of the office  
Extended absence  
Custom  
Call forward (always, no answer, busy)  
Customized greetings by mode  
Call handling note for operator/  
administrative assistant

### Message Notification

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

### AnyPhone™ Extension Assignment

Assign number to SoftPhone  
Return number to home phone

### Voice Mail Viewer

Caller ID name and number  
Call back  
Compose  
Date, time and duration  
Delete  
Export  
Forward  
Move backwards  
Move forwards

Play  
Reply  
Reply all  
Save  
Matching contact name display

### History Viewer

Caller ID name and number  
Matching contact name display  
Date, time and duration  
Trunk group or DNIS  
Detailed routing slip  
Call note  
One-click call back  
Create / edit contact from caller ID

### Redial List

Dialed calls  
Missed calls

### Directory Viewer

Export directory  
Import directory  
Open a text page  
View personal directory  
View system directory

### Personal Options

Handsfree operation  
Select personal assistant  
Disable call-waiting tones  
Record greeting  
Record name  
Select default trunk access  
Manage passwords  
Configure sounds  
Selectable "hot key"  
Play messages on the phone  
Play messages on the computer

### Integrated Conferencing

Up to six parties on conference  
Add / share documents  
Move pages forward  
Move pages backward

### Integrated Presence

Display call status  
Display call handling mode  
View call handling note

### Recommended Platform – Call Manager

400 MHz Pentium II  
128 MB RAM / 256 MB RAM for Windows XP  
150 MB hard disk – fresh install  
250 MB hard disk – upgrades  
10/100 Base-T Ethernet / 100 Base-T

ability to enter call notes makes it possible to capture what happens during the call. A simple review of the note from the call history log can mean a better decision and better communications. Workers can also access their personal call history to review other specifics about calls, such as recipient, date and duration for all calls made, received or missed. A simple click lets them redial the call. Even call recordings can be made, archived and reviewed later.

for Advanced Sound card, speakers and microphone

### Minimum Platform – Call Manager

166 MHz Pentium / 266 MHz for Advanced  
64 MB RAM / 128MB RAM for Advanced  
140 MB hard disk  
100 Base-T Ethernet

### Software Requirements

Microsoft Windows 2000 Professional  
Microsoft Windows XP Professional  
Microsoft Outlook 2000, 2002/XP

### Minimum Platform – SoftPhone

500 MHz Pentium II  
256 MB RAM  
USB headset (recommended)  
Microsoft Windows 2000, NT Workstation, XP

### Advanced Call Manager Only

Integrated presence  
Document sharing  
Personal call recording

### Typical Bandwidth

Estimated: .2 kbps / Call Manager  
Estimated: 88 kbps / ADPCM Call

### Technical Specifications

Number of lines . . . . .16  
Max. history entries . . . . .500 calls  
Find me destinations . . . .2 Numbers  
Notification options . . . .Email, pager, cell  
Max. just-in-time display . . .25 matching entries  
Outlook support . . . . .Outlook 2000  
and Outlook XP

Shared document support . . . . .Microsoft Office Documents (Word, PowerPoint, Excel)

Call handling modes . . . .5  
Max. no. notification tries . .20

