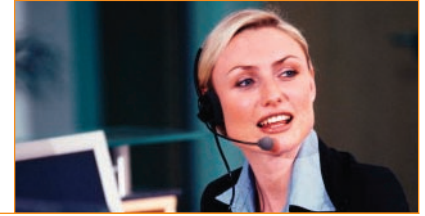


Gives operators and executive assistants the ability to deliver high-touch, personalized customer service.



Operator Call Manager accelerates and enhances customer interactions, providing your enterprise with:

- High-touch customer service.
- A higher standard of productivity
- Virtual operator capabilities
- Improved collaboration and information sharing

One of ShoreTel's award-winning family of desktop applications, Operator Call Manager brings the power of IP telephony to the enterprise desktop — while setting a new standard for enterprise productivity.

Operator Call Manager gives your valuable intermediaries — corporate operators, executive administrators and departmental receptionists — a flexible tool for managing enterprise telephony while providing your callers with top-notch customer service.

High-touch customer service

The quality of customer service is directly related to the amount of prior knowledge you have about a caller — information that you can use to customize a response.

Operator Call Manager gives operators and executive assistants an unprecedented level of knowledge about each caller and call, allowing them to connect callers more quickly while delivering a higher level of professional service.

Improved information flow starts before a call is answered — for each incoming call, Operator Call Manager displays a call-routing log tracking the caller's experience within your telephone system.

If an operator wants to transfer a call elsewhere, he or she can use the Extension Monitor to see if an extension is available before passing the caller on to someone else.

Your customers will appreciate the faster service and improved interaction that Operator Call Manager delivers.

Raise the bar on productivity

With Operator Call Manager, operators and executive assistants match callers to resources more quickly. Workers spend less handling calls, and more time filling customer needs.

Designed for high-volume call management and fast, accurate call transfers, Operator Call Manager augments the information it provides with access to dynamic, online directories. Knowledge workers can respond to customers in real time; routing calls to extensions, cell phones or even home phones with the highest level of confidence.

Whether you rely on live operators for call handling or for backing up an automated attendant, Operator Call Manager makes it possible for you to manage multiple-site call response workload from a single location.

Liberate your workforce with a virtual operator

The distributed architecture underlying the ShoreTel phone system makes the virtual operator a reality while liberating communications workers from the telephony “merry-go-round” that results from poor information transfer.

Using Operator Call Manager, an enterprise operator or executive assistant can manage call flow from any location that provides an Internet connection. Any designated person can function as a local site operator — even from another continent.

Traditional operator console solutions force operators to make “blind” connections with frustrated customers who have already been forwarded through a series of extensions. They, in turn, are forced to transfer callers to extensions that are busy or unavailable.

Operator Call Manager gives your communications workers the critical information that they can use to expertly manage both the call and the caller's experience.

Now you can match telephony positions to the best available resource, without limitations imposed by local labor pools. And freed from telephony duties, valuable branch office personal can focus on business-critical tasks.

Collaboration equals success

The new enterprise relies on collaboration to accelerate business processes and improve customer interaction. With Operator Call Manager, executive assistants can quickly share information with executives and fellow knowledge workers — increasing their productivity and effectiveness.

Operators can also manage telephony for anyone else in the enterprise — performing call screening, call coverage, or even changing call handling modes.

In the multi-site enterprise, operators can quickly and transparently pass call-handling responsibilities among each other. Unlike traditional, single-purpose installations where operators transfer workload by physically moving the hardware console to another desk, Operator Call Manager allows busy operators to share workload without leaving their stations.

Specifications

Operator 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

Dial by Name

Outlook contacts
System directory
Personal directory

Operator Call Presentation

User name,number
Call handling mode
Call handling details
Call stack
Call state
Calling name, number
Call duration
Routing slip

Extension Monitor

Multiple viewing options
Multiple docking options
User name, number
Call handling mode
Call handling details
Call state summary
Call stack
Call state
Calling name, number
Call duration
Routing slip
Dial user
Dial user mailbox
Call pickup
Call unpark

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
Play
Reply
Reply all
Save
Sort with folders

Contact integration

QuickDial by name
Personal contacts
Public contacts
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 not for operator / administrative assistant

Message Notification

Notify on any, urgent, or never
Notify at any 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

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 mode
Document sharing ???
Personal Call Recording ??

Recommended Platform

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 for Advanced Sound card, speakers and microphone

Minimum Platform (SoftPhone)

166 MHz Pentium / 266 MHz
164 MB RAM / 128 MB RAM
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

Typical Bandwidth

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

Technical Specifications

Number of lines16
Max. history entries500 calls
Find me destinations2 Numbers
Notification optionsEmail, pager, cell
Max. just-in-time display . . .25 matching entries
Outlook supportOutlook 2000 and Outlook XP
Shared document supportMicrosoft Office Documents (Word, PowerPoint, Excel)
Call handling modes5
Max. no. notification tries . . .20

