

ShoreTel Communicator



BRILLIANTLY SIMPLE UNIFIED COMMUNICATIONS

With increasingly busy schedules and workers located around the world, organizations need to simplify operations with communication solutions that connect people and information quickly and efficiently.

ShoreTel Communicator is the powerful unified communications (UC) interface for ShoreTel Premises phone system users. Available on multiple operating systems, ShoreTel Communicator enhances user experience by integrating core ShoreTel Premises IP telephony and call handling features with other solutions available from ShoreTel, including:

- ShoreTel Collaboration (messaging, conferencing, video, web conferencing and desktop sharing)
- ShoreTel Enterprise Contact Center
- ShoreTel Mobility.

This single user interface makes training simple and reduces the IT workload because there is only one application to support, and no additional servers to deploy and maintain.

Boost productivity with directory access

ShoreTel Communicator gives users immediate access to online directories or their personal Microsoft Outlook and lets users initiate a call or IM session with just one click. It also offers an easy way to contact coworkers using email. With faster access to frequently used modes of communication, productivity can be improved.

Save time with Microsoft Outlook

Microsoft Outlook integration lets users manage voicemail and contacts with a full set of flexible, productivity-enhancing features.

Users can call contacts right from the Microsoft Outlook application and define call handling on a meeting/appointment basis.

BENEFITS

- Fully integrated application designed to meet the needs of all users
- Flexible and effective controls with a single interface designed to help streamline communications
- Tight integration with business processes
- Flexible deployment options including web-based and mobile devices.

Build teamwork

ShoreTel Communicator has a unique blend of phone and IM presence. Users can add a contact and see their phone and IM status immediately so they can decide the best way to reach them.

Add intelligence to your calls

With ShoreTel Communicator, users 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, another phone number, and play specific ringtones based on caller.

Turn PCs into telephones

With ShoreTel Communicator, any Microsoft Windows computer can be turned into a softphone to be used in home office, or on the road. All that's required is your headset connected to your computer via USB or soundcard connector. The fully integrated interface eliminates the need for additional training.

Empower your operators or executive assistants

ShoreTel Communicator facilitates accurate and rapid call routing for front-line business professionals, such as operators and executive assistants. Users simply drag and drop to quickly transfer calls to the relevant parties. They can see whether or not the manager is in or out of the office or send an IM to see if the current call can be "broken through." They also can add notes to the calls to flag important callers.

The versatile user interface in ShoreTel Communicator also can be highly adjusted to the way the operator wants to multitask. An expanded, full blown view or a space efficient, compact view are both easy options.

Reduce travel with video

ShoreTel Communicator streamlines video calling in just one click to improve collaboration and teamwork. When combined with affordable off-the-shelf webcams, placing high-quality video calls are as easy as a phone call.

Access levels

Personal access comes as standard with the ShoreTel UC system and offers Instant Messaging, remote call control, visual voicemail and inbound call routing options.

Professional access offers advanced features such as softphone, personalized call handling and high-quality video for users who depend on constant communication in their work environment.

Workgroup agent access enables call center agents to perform automatic call distribution (ACD) functions such as viewing calls in queue, log into queue and accessing team mailboxes.

Workgroup supervisor access helps call center supervisors monitor all their agent and queue activity. Supervisors can also monitor, coach and barge into call center sessions.

Operator access helps provide callers with a high level of personalized service with features such as busy call appearance and call pick up for operators, executive administrators and receptionists. Built-in tools include IM and presence information.

	Personal Access	Professional Access	Agent Access	Supervisor Access	Operator 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)	•	•	•	•	•
Bridge 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	•	•	•	•	•

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

** Requires ShoreTel Conferencing Service

*** Device dependent

	Personal Access	Professional Access	Agent Access	Supervisor Access	Operator Access
Outlook Integration*					
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 and Collaboration					
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/G.729 Codec		•	•	•	•
Ad-hoc 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	•	•			

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*** Device dependent

ShoreTel Communicator for Windows**Software requirement—operating system**

Windows OS	Microsoft Windows Terminal Server	Citrix
Windows XP Professional, 32 bit	Windows 2008 Terminal Server, 32-bit	XenApp 5.0, Windows 2008, 32-bit
Windows Vista Business, 32-bit	Windows 2008 Terminal Server , 64-bit, Standard - Enterprise	XenApp 6.0 Windows 2008 R2 (limited support)
Windows Vista Enterprise, 32-bit	Windows 2008 Terminal Server R2 (64-bit)	
Windows Vista Business, 64-bit		
Windows Vista Enterprise, 64-bit		
Windows 7 Professional, 32-bit		
Windows 7 Enterprise, 32-bit		
Windows 7 Professional, 64-bit		
Windows 7 Enterprise, 64-bit		
Windows 8 Pro, 32/64 bit		
Windows 8 Enterprise, 32/64 bit		
Outlook integration	Outlook 2007, 2010	
Instant messaging and IM presence	Shoretel Instant Messaging Service, Microsoft Lync 2007/2010	
ShoreTel Communicator for MAC	MacOS 10.6.4	

Hardware requirements

Communicator	Processor - XP and Vista	Processor - Windows 7 / Windows 8
ShoreTel Communicator with Personal or Professional Access	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz
ShoreTel Communicator with Agent, Supervisor, Operator Access (<40 extension presence)	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz
ShoreTel Communicator with Agent, Supervisor, Operator Access (<500 extension presence)	Dual Core 1.6 GHz	Dual Core 1.6 GHz
Standard Resolution Video	Dual Core 1.6 GHz	Dual Core 1.6 GHz

Video	VGA: Up to 600 kbps of bandwidth; Graphic card with 64 MB of VRAM, DirectX 9.0c-compatible
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ShoreTel Communicator for Web

Supported browsers: Safari 4/5/6.0 on Macintosh, Microsoft Internet Explorer 9, Firefox 4.0 on Windows

Optional: Adobe Flash 9, 10, 11

Want to know more?
Talk to an expert.
Visit www.shoretel.com/findareseller

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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