

ShoreTel's business communications system delivers voice, unified communications (UC), mobility and contact center capabilities to enterprises of all sizes. It combines a distributed communications platform, intuitive user applications, IP phones, and an easy-to-use management system that integrates with leading business information systems. ShoreTel Systems are made up of many modules that integrate to provide a complete communications solution. The products within ShoreTel's Unified Communications solution include:

ShoreTel Core Software



ShoreTel Core Software delivers the tools that form your business communication system, including voice routing, automated attendant, advanced telephony features, unified messaging, call accounting and reporting, and powerful workgroup routing capabilities. Standard with every installation, these essential communication capabilities are fully integrated and ready to use.

Intelligence is distributed over a unique and scalable architecture so IT staff can manage the system from anywhere on the network. ShoreTel Director offers complete visibility into the system, which looks and behaves like a single, unified platform, and scales and grows with plug-and-play simplicity across as many sites, or countries, as needed. And for maximum deployment flexibility, ShoreTel Director can be installed on a physical and/or virtual server, allowing users to leverage the deployment model that best suits their specific IT environment.

ShoreTel Director



ShoreTel Director is a Web-based tool that provides a single management interface for all voice applications, across all locations.

Users can manage voice routing, voicemail, auto-attendant, conferencing, instant messaging, and basic automated call distribution (ACD) capabilities for every site in the network. This eliminates the need for multiple management systems for different PBXs, sites, and basic applications.

Extremely easy to learn and use, ShoreTel Director helps to improve administrator productivity, lowers ownership costs, and reduces strain on IT resources.

ShoreGear Voice Switches



ShoreTel Voice Switches supports ShoreTel IP phones, softphones, and SIP devices. The switches will interface with standard analog trunks using loop start or wink start signaling as well as to standard analog telephones including CLASS feature phones with Caller ID Name and Number and Message Waiting. Additionally there is full support for Digital Trunks using T-1 or PRI signaling and SIP Trunking.

ShoreTel switches can also be used as a gateway to legacy PBX systems. Additional information on available Switches is available at - http://www.shoretel.com/products/uc_platform/hardware

ShoreTel Telephones



ShoreTel offers IP phones to suit every type of business user including executives, operators, remote workers, and call center supervisors. An integral – and ergonomic – part of ShoreTel’s VoIP telephony solution, ShoreTel phones come preconfigured, reducing the time required to deploy your VoIP business telephone system and because ShoreTel phones interoperate with ShoreTel Communicator, it is easy

to extend the reach and features ShoreTel’s business VoIP solution well beyond the walls of the office. The following link provides a full overview of the available telephones -

http://www.shoretel.com/products/ip_phones

ShoreTel Communicator



Whether simplifying day-to-day communications, streamlining the work of contact center agents and supervisors, or making it easier for mobile workers to stay in the loop, your ShoreTel Communicator call manager puts intuitive communication and collaboration tools at end users' fingertips. ShoreTel Communicator delivers unified communications (UC) in an intuitive interface and is available

in diverse environments such as Web browsers, Windows, Mac OS, Citrix, iPhones, BlackBerry, and Nokia mobile phones. With minimal training, users across job roles can master a full suite of versatile tools for managing real-time communications on their computer or mobile phone, moving seamlessly between voice, video, or IM as needed.

ShoreTel Communicator provides integrated advanced call management and quality desktop video in a highly customizable interface that is easy to set up. In addition to tight integration with Microsoft Outlook, it offers instant messaging (IM) functionality that gives users the power to contact people in remote locations, have sidebar conversations during calls, or to bring several people into a chat session.

Mobility



ShoreTel’s Mobility solution provides integration with many Smart Phone vendors, including Apple and Android, that allow users to use their Cellular Telephones and available Wi-Fi and Cellular Data networks to make and receive calls on the ShoreTel VoIP System. This is a very popular solution for road workers that want to be reachable via a company phone number at all times. It is also a great solution for workers who travel internationally since it allows users to use Wi-Fi access to receive call and avoid international roaming charges.