

# Feature Overview

## What's New in ShoreTel 7



**With ShoreTel 7, we continue to enhance ShoreTel's ease-of-use for both end users and IT through additions of personalization options, tools to decrease the cost of implementation, and new phone and switch models.**



### Personalization

#### Personal Call Manager™ Programmable Toolbars

ShoreTel 7 offers Programmable Toolbars for the end user. The Call Manager Programmable Toolbar allows users to perform many telephony and browsing operations just by clicking a button in PCM. For example, personal buttons can be configured for favorite actions such as "speed dial" or open up the user's default browser to a programmed URL when clicked.

#### PCM integration with Contact Center

This feature integrates the Contact Center desktop with the PCM graphical user interface. In this way, end users can access call control functions and contact center operations from a single, unified interface. Agents can now manage their work state and perform contact control for voice, chat and e-mail via PCM.

The integration also leverages the new Programmable Button feature by allowing users to choose which Contact Center or telephony operations to have on their customized PCM tool bar.

#### Auto Find Me feature

The Auto Find Me feature is an enhancement that streamlines the operation of the existing Find Me feature by automating the call forwarding behavior.

The Auto Find Me feature allows users to automate Find Me behavior such that a call is immediately sent to a destination without requiring the any digit entry.

In previous ShoreTel releases, when callers were forwarded to voice mail, the caller would have to enter a digit (usually "1") while the greeting was being played to start the Find Me operation. The system would attempt to track down the user at an alternate phone number.

With this latest release, users now have the option to automate the Find Me behavior such that when a call enters voice mail, the call is immediately sent to the Find Me destination numbers without requiring the caller to enter any digits.

#### Escalation Notification

Escalation Notification allows transfer of a message until it has been heard. This enables support groups to offer round-the-clock service to their customers.

For example, if a customer calls his local utility provider to complain about a power outage at 4 a.m., it is possible no one would be in the office to handle the call. If the company has a ShoreTel phone system, the customer could leave a voice mail, and in doing so, he would set in motion a chain of events that would cause support personnel from the utility company to respond to his concerns.

The message left by the customer on the voice mail system would trigger the Escalation Notification feature to send out a page, phone call, or e-mail to an employee in the support department of the utility company. If this first employee were to ignore the beeping pager, another person would be contacted, and so on. Each of the utility company employees specified in the escalation profile would be contacted until someone listens to the customer's voice mail.

#### Custom ring tones

ShoreTel IP phones come with four sets of ring tones, with each set consisting of one tone for internal calls and another for external calls. A user is free to select from these choices.

ShoreTel 7 allows company personalization by offering the ability to load custom ring tones on IP phones. This can allow end users to distinguish the sound of their phone from that of their neighbors' phones with a custom ring tone.

#### Mailbox full notification

When a user's mailbox approaches its maximum capacity, the ShoreTel system will send the user a notification informing them that their mailbox is almost full and that there is only enough room for 10 additional messages. Each time users log into voice mail, they will receive the notification telling them how much space remains. In this way, mailbox owners are given adequate notice that they must clean up their mailboxes and they are not caught off-guard by an unexpected "mailbox full" notification.

#### Pickup Group

ShoreTel is enhancing the Pickup Group feature to allow easy answering and interworking with the Programmable Button feature. This allows for easy call coverage within a team that is working in close proximity.

If a group member is away from their desk and a phone rings, they can quickly answer the call from another person's IP phone by pressing the relevant soft key or programmable button.

With a pickup button configured in PCM, a team member can answer a call for another pickup group member with just one click

Pickup groups can include the following types of extensions:

- User extension
- Workgroup extension
- Bridged Call Appearance (BCA) extension
- Office Anywhere™ extension

#### Workgroup overflow and interflow

Workgroup overflow and interflow capabilities have been added to allow enhanced work group call handling based on wait time.

The Overflow feature refers to the ShoreTel system's ability to transfer a call from one workgroup queue to another once a wait-time threshold has been exceeded. This allows calls to be transferred from a queue waiting for one group of agents to overflow into the line of callers waiting for another group. This behavior may be used to ensure that callers to a particular Automatic Call Distribution (ACD) have their calls answered faster by forwarding to an overflow ACD group.

Similarly, Interflow refers to the ability of the system to transfer a call to another dialable number based on how long a caller has been waiting. If the wait time exceeds the threshold, the call is sent to the extension or external number. This external number could, for example, be a supervisor's cell phone.

The new Overflow, Interflow feature also offers the ability to retain the information about the length of time a caller has been waiting ensuring the start time associated with a call will be preserved even after the call has been transferred from one workgroup queue to another.

## Simplification for IT

### Director user import tool

An import utility has been added that allows a system administrator to make off line changes across all users with a single action. This new feature improves the ease with which a system administrator can modify information for large groups of users.

The tool allows a system administrator to create a spreadsheet using a common application, such as Microsoft Excel. They can modify the user data in the spreadsheet in "free form" fashion. Once the user information has been manipulated within the spreadsheet, it can be exported to a CSV format, and this CSV file can then be imported into the ShoreTel system.

### Voice messages auto delete after a specified period of time

The latest ShoreTel release offers the Auto-delete by Number of Days feature, which allows a system administrator to set a maximum time limit for the storage of voice mail messages. The tool can be used to encourage users to better manage their voice mailboxes.

System administrator can set a maximum time limit for retention of voice mail messages to save space and reduce their administrative load. This limit can range from one month to just over 5 years and different limits can be set for heard or unheard messages.

When the feature is enabled the mailbox owner will receive multiple warnings in the form of e-mail and/or voice mail messages indicating that those voice mail messages will be deleted. After the time limit has passed, the user will receive a notification from the system.

### Web based CDR reporting

ShoreTel 7 now offers the ability to generate web-based CDR reports. These can be run from ShoreWare® Director or remotely from another PC in the network

This new feature is being introduced in conjunction with the migration from Microsoft JET database to MySQL, and the feature will be the primary method of accessing and viewing the CDR data in the MySQL database.

Reports can be run from ShoreWare Director, and after the report has been generated, it can be printed, exported, and navigated interactively similar to the "compiled reports" in previous ShoreTel releases. In addition users can run a web-based CDR report remotely.

### Media stream statistics for CDR

CDR now contains network media stream statistics that can be exported for easy integration with third party SNMP monitoring tools.

This new behavior enables users to acquire a more accurate picture of the media traffic patterns in their network. This information can be useful in performing load analysis and identifying peak traffic times.

The system processes media statistics for all calls and formats the raw data into separate lines, with each line conveniently partitioned into several columns separated by a comma. Formatted data is saved in a similar format to the other ShoreWare server logs.

### Export CDR via serial port using SMDR

The ShoreTel system now supports the ability to send CDR data over a serial port on the main ShoreWare server using SMDR. The system administrator can designate which COM port to enable and CDR data is subsequently sent out this serial port.

If due to high volumes of traffic the serial port becomes unavailable through locking, the CDR data will be queued in a buffer to prevent the loss of data.

## New Conference Phone

We are expanding the ShoreTel IP phone family to include a new state of the art conference phone. The new ShoreTel IP Conference Phone is a natural extension to our phone portfolio that uses the latest technology to provide the clearest conference experience possible. The phone uses the latest beam forming technology allowing everyone in the conference to be heard simultaneously. The ShoreTel IP Conference Phone gives up to twice the room coverage of competitive products with no subwoofer, no mic pods and no extra cables are required. These features are coupled with an innovative, elegant design. The phone supports Power over Ethernet (PoE) allowing fewer cables providing a cleaner appearance.

## Additional Switch Models

ShoreTel is introducing four new switch models—the ShoreGear®-50, ShoreGear-90, ShoreGear-220 T1 and the ShoreGear-220 E1. The addition of new hardware models allow site configurations to achieve a higher IP phone density in a smaller rack foot print.

The new HW family additions also allows smaller product steps to ensure fine tuning of the switch HW required to meet the customer's requirements. The new models all use the same 1U half width form factor.

The ShoreGear-50 and the ShoreGear-90 can support a maximum of 50 and 90 IP users respectively. The ShoreGear-220 T1 and the ShoreGear-220 E1 can support digital ISDN trunks and IP users at the same time.

## Licensing

### ShoreWare Remote Web Reporting License (keyed)

This license gives the ability to run ShoreTel Web CDR reports from a remote PC.

### TAPI Application Server License (self-audited)

This license is required for third party TAPI applications to reside on a server within the ShoreTel system.

