

ShoreTel 9.1



HIGHLIGHTS/SUMMARY

- **Expanded platform support**
- **Shared call appearances**
- **Silent coaching**
- **More mobile devices**

ShoreTel 9.1 continues to build on the value provided by ShoreTel 9 with features that make the ShoreTel UC system ideally suited for deployments in large enterprises.

Expanded OS Support

ShoreWare® server software can now be installed on Windows 2008 (32-bit) servers and ShoreWare Call Manager is now supported on Windows Vista 64 bit client machines.

Expanded Mobile Call Manager Device Support

This release supports two additional devices:

- Nokia E71i
- HTC TyTn II

Shared Call Appearances

This new feature enhances the existing Bridged Call Appearance (BCA) functionality for use in executive and administrative assistant deployments.

Executive call appearances can be shared with designated assistants so they can monitor and answer executive calls, and place calls on their behalf so they appear to originate from the executive.

Silent Coach

The Silent Coach feature allows supervisors to speak to contact center agents in real time while monitoring calls without the customer overhearing.

Windows-Based Single Instant Messaging Sign-On with OCS

When using Microsoft OCS as the back-end IM and presence server for ShoreWare Call Manager clients, ShoreTel 9.1 simplifies user authentication significantly by allowing users to use their Windows credentials to seamlessly log into ShoreWare Call Manager and Microsoft OCS. This eliminates the need to manage and remember multiple passwords.

About ShoreTel

ShoreTel is a leading provider of *Pure IP* unified communications solutions that enable companies of any size messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.



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