

Shore Tel Advanced Applications



SHORETEL CALLER DIRECTED ROUTER

- Server application that distributes incoming calls based on caller input (e.g. account code, zip code and others)
- Input code can be of fixed or variable length
- Includes a web based, password authenticated administrative interface for creating rules table and configuring code gathering IVR behavior
- Calls with no matching input code will be routed to a configured default destination



SHORETEL FOR SALESFORCE

- Cloud Softphone based on Salesforce OpenCTI
- Browser based, no desktop software
- Improve workflow by associating Salesforce records with a call, add comments to user records then transfer call or conference with another agent
- Customize Salesforce screen layout for preferences and workflow
- Enjoy call control features embedded within Salesforce application
- Leverage rich reports that merge call activities with customer data
- Call recording controls embedded in Softphone (Pause/Resume and Save/No Save recording)



ShoreTel Voice Forms IVR

Overview

- Configurable IVR Application that allows callers to fill out "forms" over the phone
- Application prompts caller with questions and awaits response before proceeding
- All verbal responses are consolidated into a single voice file which is stored in a designated ShoreTel VoiceMail box
- Software only Application loaded onto ShoreTel Director or DVS servers





ShoreTel Voice Forms IVR

Examples

- Subscription Refill Application
 - Callers respond one by one to questions when prompted
 - All answers are consolidated into a single voice file which is stored in a ShoreTel Voicemail box
 - Administrators later retrieve and fulfill medicine refill requests
- Product Ordering Application
 - Callers specify product model, billing, and other information
 - Order Administrators later retrieve orders to fulfill

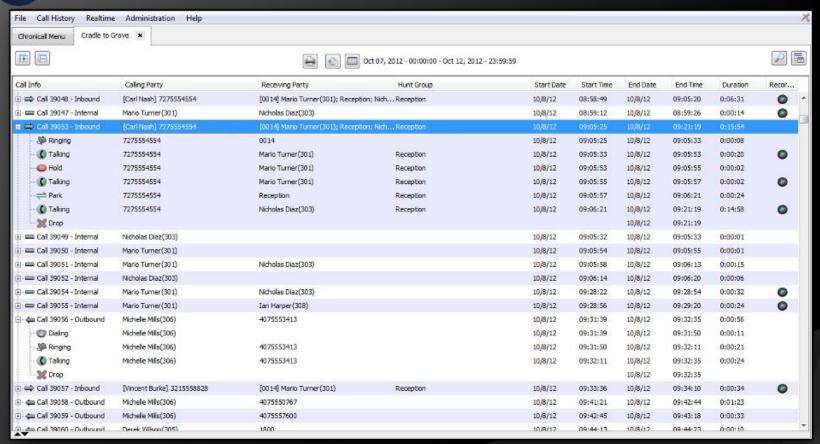






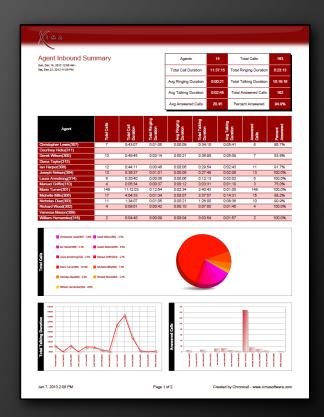


















Online Web Demo – 1st week in March Email for registration: Xima@intelesysone.com