



# ShoreTel 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



# CHRONICALL

The screenshot displays the Chronicall software interface, which is used for call center management. It features several key components:

- Call Summary Dashboard:** Located in the top left, it provides a quick overview of call performance with the following statistics:
  - Calls Presented: 200
  - Calls Answered: 181
  - Calls Abandoned: 19
  - Service Level: 90%
- Agent Status:** A central panel shows the real-time status of agents, including their names, photos, and current call activity. Agents shown include Michelle Miller, Michael Woodcock, Mark Turner, and Lara Robinson.
- Call History Table:** A detailed table of call records with columns for Call ID, Calling Party, Answering Party, Multi-Party, Start Time, End Time, and Status. The table lists various call events such as ringing, taking, and ending.
- Performance Charts:** A bar chart on the left shows the 'Services Level since 8:00am' across three channels. A pie chart on the right illustrates the 'Average Time to Answer' for different call types.
- Agent Call Summary:** A table on the right provides a detailed breakdown of call statistics for individual agents, including metrics like 'Total Calls', 'Total Answered Calls', and 'Total Abandoned Calls'.



# CHRONICALL

File Call History Realtime Administration Help

Chronical Menu Cradle to Grave x

Oct 07, 2012 - 00:00:00 - Oct 12, 2012 - 23:59:59

Call Info	Calling Party	Receiving Party	Hunt Group	Start Date	Start Time	End Date	End Time	Duration	Reco...
Call 39048 - Inbound	[Carl Nash] 7275554554	[0014] Mario Turner(301); Reception; Nich... Reception		10/8/12	08:58:49	10/8/12	09:05:20	0:06:31	
Call 39047 - Internal	Mario Turner(301)	Nicholas Diaz(303)		10/8/12	08:59:12	10/8/12	08:59:26	0:00:14	
Call 39053 - Inbound	[Carl Nash] 7275554554	[0014] Mario Turner(301); Reception; Nich... Reception		10/8/12	09:05:25	10/8/12	09:21:19	0:15:54	
Ring	7275554554	0014		10/8/12	09:05:25	10/8/12	09:05:33	0:00:08	
Talking	7275554554	Mario Turner(301)	Reception	10/8/12	09:05:33	10/8/12	09:05:53	0:00:20	
Hold	7275554554	Mario Turner(301)	Reception	10/8/12	09:05:53	10/8/12	09:05:55	0:00:02	
Talking	7275554554	Mario Turner(301)	Reception	10/8/12	09:05:55	10/8/12	09:05:57	0:00:02	
Park	7275554554	Reception	Reception	10/8/12	09:05:57	10/8/12	09:06:21	0:00:24	
Talking	7275554554	Nicholas Diaz(303)	Reception	10/8/12	09:06:21	10/8/12	09:21:19	0:14:58	
Drop						10/8/12	09:21:19		
Call 39049 - Internal	Nicholas Diaz(303)			10/8/12	09:05:32	10/8/12	09:05:33	0:00:01	
Call 39050 - Internal	Mario Turner(301)			10/8/12	09:05:54	10/8/12	09:05:55	0:00:01	
Call 39051 - Internal	Mario Turner(301)	Nicholas Diaz(303)		10/8/12	09:05:58	10/8/12	09:06:13	0:00:15	
Call 39052 - Internal	Nicholas Diaz(303)			10/8/12	09:06:14	10/8/12	09:06:20	0:00:06	
Call 39054 - Internal	Mario Turner(301)	Nicholas Diaz(303)		10/8/12	09:28:22	10/8/12	09:28:54	0:00:32	
Call 39055 - Internal	Mario Turner(301)	Ian Harper(308)		10/8/12	09:28:56	10/8/12	09:29:20	0:00:24	
Call 39056 - Outbound	Michelle Mills(306)	4075553413		10/8/12	09:31:39	10/8/12	09:32:35	0:00:56	
Dialing	Michelle Mills(306)			10/8/12	09:31:39	10/8/12	09:31:50	0:00:11	
Ring	Michelle Mills(306)	4075553413		10/8/12	09:31:50	10/8/12	09:32:11	0:00:21	
Talking	Michelle Mills(306)	4075553413		10/8/12	09:32:11	10/8/12	09:32:35	0:00:24	
Drop						10/8/12	09:32:35		
Call 39057 - Inbound	[Vincent Burke] 3215558828	[0014] Mario Turner(301)	Reception	10/8/12	09:33:36	10/8/12	09:34:10	0:00:34	
Call 39058 - Outbound	Michelle Mills(306)	4075550767		10/8/12	09:41:21	10/8/12	09:42:44	0:01:23	
Call 39059 - Outbound	Michelle Mills(306)	4075557600		10/8/12	09:42:45	10/8/12	09:43:18	0:00:33	
Call 39060 - Outbound	Derek Wilson(305)	1800		10/8/12	09:44:13	10/8/12	09:44:23	0:00:10	



# CHRONICALL

### Agent Inbound Summary

Sun, Dec 16, 2012 12:00 AM - Sat, Dec 22, 2012 11:59 PM

Agents	14	Total Calls	163
Total Call Duration	11:57:16	Total Ringing Duration	0:22:13
Avg Ringing Duration	0:00:21	Total Talking Duration	10:19:19
Avg Talking Duration	0:02:46	Total Answered Calls	162
Avg Answered Calls	20.45	Percent Answered	94.0%

Agent	Total Calls	Total Call Duration	Total Ringing Duration	Avg Ringing Duration	Total Talking Duration	Avg Talking Duration	Answered Calls	Percent Answered
Christopher Lewis(307)	7	0:43:07	0:01:05	0:00:09	0:34:10	0:05:41	6	85.7%
Courtney Heddy(311)								
Debra Wilson(303)	13	0:49:45	0:03:14	0:00:21	0:36:09	0:05:09	7	53.8%
Diana Taylor(315)								
Ian Harper(308)	12	0:44:11	0:00:40	0:00:08	0:29:54	0:02:43	11	91.7%
Joseph Nelson(304)	13	0:36:37	0:01:01	0:00:08	0:27:48	0:02:08	13	100.0%
Laura Armstrong(314)	6	0:20:49	0:00:09	0:00:09	0:12:13	0:02:02	6	100.0%
Manuel Griffin(310)	4	0:05:34	0:00:37	0:00:12	0:03:31	0:01:10	3	75.0%
Mario Tamer(301)	148	11:12:03	0:12:54	0:02:34	2:40:43	0:01:05	148	100.0%
Michelle Hill(305)	17	4:04:53	0:01:34	0:00:07	3:37:07	0:14:31	16	94.1%
Nicholas Diaz(303)	11	1:34:07	0:01:05	0:00:21	1:26:09	0:08:36	10	90.9%
Richard Wood(302)	4	0:09:01	0:00:42	0:00:10	0:07:00	0:01:45	4	100.0%
Vernice Moore(300)								
William Hernandez(316)	2	0:04:40	0:00:09	0:00:04	0:03:54	0:01:57	2	100.0%

**Total Calls**

- Christopher Lewis(307) - 14%
- Debra Wilson(303) - 8%
- Ian Harper(308) - 7%
- Joseph Nelson(304) - 8%
- Laura Armstrong(314) - 4%
- Manuel Griffin(310) - 2%
- Mario Tamer(301) - 91%
- Michelle Hill(305) - 10%
- Nicholas Diaz(303) - 7%
- Richard Wood(302) - 2%
- Vernice Moore(300) - 0%
- William Hernandez(316) - 1%

**Total Talking Duration**

**Answered Calls**

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### Agent Calls

Laura Armstrong(314)  
Sun, Dec 16, 2012 12:00 AM - Sat, Dec 22, 2012 11:59 PM

Total Calls	9	Total Call Duration	0:20:54
Inbound Calls	6	Percent Inbound	66.7%
Outbound Calls	0	Percent Outbound	0.0%
Total Talking Duration	0:12:13	Avg Talking Duration	0:02:02
Answered Calls	6	Percent Answered	100.0%

Call	Call Direction	Internal Party	U.S. City, State	Talking Duration	Call Duration	Answered
Call ID: 37601	Inbound	7025556871	Reno, Nevada	0:07:23	0:07:29	✓
Call ID: 37613	Internal			0:00:23	0:00:05	
Call ID: 37615	Inbound	4075556211	Orlando, Florida	0:00:10	0:00:09	✓
Call ID: 37683	Internal			0:00:01	0:00:01	
Call ID: 37694	Inbound	4075556944	Orlando, Florida	0:02:41	0:06:19	✓
Call ID: 37671	Inbound	4075550199	Orlando, Florida	0:00:40	0:00:45	✓
Call ID: 37693	Internal			0:00:09	0:00:09	
Call ID: 37650	Inbound	7705558111	Atlanta, Georgia	0:00:09	0:01:58	✓
Call ID: 38124	Inbound	4075550199	Orlando, Florida	0:01:10	0:01:14	✓

**Talking Duration**

**Call Duration**

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**CHRONICALL**

Online Web Demo – 1<sup>st</sup> week in March  
Email for registration: [Xima@intelesysone.com](mailto:Xima@intelesysone.com)