



IP Phone Solutions.

# Operator Receptionist Console

Gives operators and executive assistants the ability to deliver high-touch, personalized customer service

Operator Call Manager accelerates and enhances customer interactions, providing your enterprise with:

- High-touch customer service
- A higher standard of productivity
- Virtual operator capabilities
- Improved collaboration and information sharing

One of ShoreTel's award-winning family of desktop applications, Operator Call Manager™ brings the power of IP telephony to the enterprise desktop — while setting a new standard for enterprise productivity.

Operator Call Manager gives your valuable intermediaries — corporate operators, executive administrators and departmental receptionists — a flexible tool for managing enterprise telephony while providing your callers with top-notch customer service.

## High-touch customer service

The quality of customer service is directly related to the amount of prior knowledge you have about a caller — information that you can use to customize a response.

Operator Call Manager gives operators and executive assistants an unprecedented level of knowledge about each caller and call, allowing them to connect callers more quickly while delivering a higher level of professional service.

Improved information flow starts before a call is answered — for each incoming call, Operator Call Manager displays a call-routing log tracking the caller's experience within your telephone system.

If an operator wants to transfer a call elsewhere, he or she can use the presence information in the Extension Monitor to see if an extension is available before passing the caller on to someone else.

Your customers will appreciate the faster service and improved interaction that Operator Call Manager delivers.

## Raise the bar on productivity

With Operator Call Manager, operators and executive assistants match callers to resources more quickly. Workers spend less handling calls, and more time filling customer needs.

Designed for high-volume call management and fast, accurate call transfers, Operator Call Manager augments the information it provides with access to dynamic, online directories. Knowledge workers can respond to customers in real time; routing calls to extensions, cell phones or even home phones with the highest level of confidence.

Whether you rely on live operators for call handling or for backing up an automated attendant, Operator Call Manager makes it possible for you to manage multiple-site call response workload from a single location.

## Liberate your workforce with a virtual operator

The distributed architecture underlying the ShoreTel phone system makes the virtual operator a reality while liberating customers from the telephony "merry-go-round" that results from poor information transfer.

Using Operator Call Manager, an enterprise operator or executive assistant can manage call flow from any location. Any designated person can function as a local site operator — even from another continent.

And with the Office Anywhere feature, operators and assistants can even work from home answering and transferring calls just like they were in the office.

Traditional operator console solutions force operators to make "blind" connections with frustrated customers who have already been forwarded through a series of extensions. They, in turn, are forced to transfer callers to extensions that are busy or unavailable.

Operator Call Manager gives your communications workers the critical information that they can use to expertly manage both the call and the caller's experience.

Now you can match telephony positions to the best available resource, without limitations imposed by local labor pools. And freed from telephony duties, valuable branch office personal can focus on business-critical tasks.

## Collaboration equals success

The new enterprise relies on collaboration to accelerate business processes and improve customer interaction. With Operator Call Manager, executive assistants can quickly share information with executives and fellow knowledge workers — increasing their productivity and effectiveness.

Operators can also manage telephony for anyone else in the enterprise — performing call screening, call coverage, or even changing call handling modes.

In the multi-site enterprise, operators can quickly and transparently pass call-handling responsibilities among each other. Unlike traditional, single-purpose installations where operators transfer workload by physically moving the hardware console to another desk, Operator Call Manager allows busy operators to share workload without leaving their stations.

## Specifications

<p>Customized Views</p> <ul style="list-style-type: none"> <li>Compact view</li> <li>Docked view (top or bottom)</li> <li>Detailed view</li> </ul> <p>Call Control: Make Call</p> <ul style="list-style-type: none"> <li>New call</li> <li>Redial</li> <li>Speed dial</li> <li>Dial by name</li> <li>Dial vanity numbers</li> <li>Intercom</li> <li>Leave a message</li> <li>Page</li> <li>Pickup</li> <li>Pickup night bell</li> <li>Silent monitor</li> <li>Barge in</li> <li>Whisper page</li> </ul> <p>Dial by Name</p> <ul style="list-style-type: none"> <li>Outlook contacts</li> <li>System directory</li> <li>Personal directory</li> </ul> <p>Call Presentation</p> <ul style="list-style-type: none"> <li>Calling name</li> <li>Calling number</li> <li>Current call state</li> <li>Call duration</li> <li>Hold duration</li> <li>Trunk group or DNIS</li> <li>Routing slip</li> <li>Call note</li> <li>Play sound</li> <li>Bring to front</li> <li>Call stack (16 calls)</li> <li>Matching contact name</li> </ul> <p>Call Management</p> <ul style="list-style-type: none"> <li>Answer</li> <li>Transfer</li> <li>Record</li> <li>Send to voice mail</li> <li>Send to auto-attendant</li> <li>Join to conference</li> <li>Add-on conference</li> <li>Park</li> <li>Hold</li> <li>Hang up</li> </ul> <p>Outlook Integration</p> <ul style="list-style-type: none"> <li>Voice Mail Inbox Integration</li> <li>Caller ID name and number</li> <li>Call back</li> <li>Compose</li> <li>Date, time and duration</li> <li>Delete</li> <li>Forward</li> <li>Forward via email</li> <li>Move backward</li> <li>Move forward</li> <li>Play</li> <li>Reply</li> <li>Reply all</li> <li>Save</li> <li>Sort with folders</li> </ul> <p>Contact Integration</p> <ul style="list-style-type: none"> <li>QuickDial by name</li> <li>Personal contacts</li> <li>Public contacts</li> </ul>	<ul style="list-style-type: none"> <li>Selectable contact folders</li> <li>Matching contact name display</li> <li>Local contact caching</li> <li>Matching contact screen pop</li> <li>Create / edit matching contact</li> </ul> <p>Calendar Integration</p> <ul style="list-style-type: none"> <li>Calendar call routing</li> </ul> <p>Mobility Options</p> <ul style="list-style-type: none"> <li>SoftPhone</li> <li>Reassign extension to cell phone</li> <li>Reassign extension to home phone</li> <li>Turn PC to a phone</li> <li>Use with PC headsets</li> <li>Number pad for DTMF entry</li> </ul> <p>Find Me Call Handling</p> <ul style="list-style-type: none"> <li>Forward to any two numbers</li> <li>Caller ID delivered on Find Me</li> <li>Announce callers on FindMe</li> <li>Answer call with key press</li> <li>Send to voicemail with key press</li> </ul> <p>Call Handling Modes</p> <ul style="list-style-type: none"> <li>Five call handling modes <ul style="list-style-type: none"> <li>Standard <ul style="list-style-type: none"> <li>In a meeting</li> <li>Out of the office</li> </ul> </li> <li>Extended absence</li> <li>Custom</li> </ul> </li> <li>Call forward (always, no answer, busy)</li> <li>Customized greetings by mode</li> <li>Call handling note for operator/administrative assistant</li> </ul> <p>Message Notification</p> <ul style="list-style-type: none"> <li>Notify on any, urgent or never</li> <li>Notify at an extension</li> <li>Notify at an external number</li> <li>Notify to a pager</li> <li>Notify via an email</li> <li>Email message header</li> <li>Email full message (wave file)</li> <li>Configurable re-try options</li> </ul> <p>Office Anywhere™ Extension</p> <ul style="list-style-type: none"> <li>Assignment</li> <li>Assign number to internal numbers</li> <li>Assign number to external telephones (cell, home, etc.)</li> <li>Assign number to PC based softphone</li> <li>Return number back to desktop telephone</li> </ul> <p>Voice Mail Viewer</p> <ul style="list-style-type: none"> <li>Caller ID name and number</li> <li>Call back</li> <li>Compose</li> <li>Date, time and duration</li> <li>Delete</li> <li>Export</li> <li>Forward</li> <li>Move backwards</li> <li>Move forwards</li> <li>Play</li> <li>Reply</li> <li>Reply all</li> <li>Save</li> <li>Matching contact name display</li> </ul>	<p>History Viewer</p> <ul style="list-style-type: none"> <li>Caller ID name and number</li> <li>Matching contact name display</li> <li>Date, time and duration</li> <li>Trunk group or DNIS</li> <li>Detailed routing slip</li> <li>Call note</li> <li>One-click call back</li> <li>Create / edit contact from caller ID</li> </ul> <p>Redial List</p> <ul style="list-style-type: none"> <li>Dialed calls</li> <li>Missed calls</li> </ul> <p>Directory Viewer</p> <ul style="list-style-type: none"> <li>Export directory</li> <li>Import directory</li> <li>Open a text page</li> <li>View personal directory</li> <li>View system directory</li> </ul> <p>Personal Options</p> <ul style="list-style-type: none"> <li>Handsfree operation</li> <li>Select personal assistant</li> <li>Disable call-waiting tones</li> <li>Record greeting</li> <li>Record name</li> <li>Select default trunk access</li> <li>Manage passwords</li> <li>Configure sounds</li> <li>Selectable "hot key"</li> <li>Play messages on the phone</li> <li>Play messages on the computer</li> </ul> <p>Integrated Conferencing</p> <ul style="list-style-type: none"> <li>Up to six parties on conference</li> <li>Add / share documents</li> <li>Move pages forward</li> <li>Move pages backward</li> </ul> <p>Integrated Presence</p> <ul style="list-style-type: none"> <li>Display call status</li> <li>Display call handling mode</li> <li>View call handling note</li> </ul> <p>Recommended Platform – Call Manager</p> <ul style="list-style-type: none"> <li>450 MHz Pentium III</li> <li>128 MB RAM / 256 MB RAM for Windows XP</li> <li>70 MB hard disk – fresh install</li> <li>100 MB hard disk – upgrades</li> <li>10/100 Base-T Ethernet / 100 Base-T</li> <li>Speakers and microphone (recommended)</li> <li>100 MB hard disk – upgrades</li> <li>10/100 Base-T Ethernet / 100 Base-T</li> <li>Speakers and microphone (recommended)</li> </ul> <p>Minimum Platform – Call Manager</p> <ul style="list-style-type: none"> <li>266 MHz Pentium II</li> <li>128MB RAM</li> <li>100 MB hard disk</li> <li>100 Base-T Ethernet</li> </ul> <p>Software Requirements</p> <ul style="list-style-type: none"> <li>Microsoft Windows 2000 Professional, SP4</li> <li>Microsoft Windows XP Professional, SP1 and SP2</li> <li>Microsoft Outlook 2000 SP2, 2002/XP SP2, Outlook 2003 SP2</li> </ul>	<p>Microsoft Windows 2000 Terminal Server SP4</p> <p>Citrix Metaframe XP Presentation Server R 3.0</p> <p>Minimum Platform – SoftPhone</p> <ul style="list-style-type: none"> <li>500 MHz Pentium II</li> <li>256 MB RAM</li> <li>USB headset (recommended)</li> <li>Microsoft Windows 2000, XP</li> </ul> <p>Advanced Call Manager Only</p> <ul style="list-style-type: none"> <li>Integrated just-in-time presence</li> <li>Personal call recording</li> </ul> <p>Typical Bandwidth</p> <ul style="list-style-type: none"> <li>Estimated: .2 kbps / Call Manager</li> <li>Estimated: 88 kbps / ADPCM Call</li> </ul> <p>Technical Specifications</p> <ul style="list-style-type: none"> <li>Number of lines . . . . .16</li> <li>Max. history entries . . . . .1000 calls</li> <li>Find me destinations . . . .2 Numbers</li> <li>Notification options . . . .Email, pager, cell</li> <li>Max. just-in-time display . . .25 matching entries</li> <li>Shared document support . . . . .Microsoft Office Documents (Word, PowerPoint, Excel)</li> <li>Call handling modes . . . .5</li> <li>Max. no. notification tries . .20</li> </ul> <p>Language Support</p> <ul style="list-style-type: none"> <li>English (US)</li> <li>French (France)</li> <li>Spanish (Spain)</li> <li>German (Germany)</li> </ul> <p>Extension Monitor</p> <ul style="list-style-type: none"> <li>Multiple viewing options</li> <li>Multiple docking options</li> <li>User name, number</li> <li>Call handling mode</li> <li>Call handling details</li> <li>Call state summary</li> <li>Call stack</li> <li>Call state</li> <li>Calling name, number</li> <li>Call duration</li> <li>Routing slip</li> <li>Dial user</li> <li>Dial user mailbox</li> <li>Call pickup</li> <li>Call</li> </ul> <p>Bridge Call Appearance Monitor</p> <ul style="list-style-type: none"> <li>Multiple viewing options</li> <li>Multiple docking options</li> <li>Call appearance name, number</li> <li>Call state</li> <li>Calling name, number</li> <li>Call duration</li> <li>Call pickup</li> <li>Call notes</li> <li>Call properties</li> </ul> <p>Dial Plan Support</p> <table border="0"> <tr> <td>Australia</td> <td>Ireland</td> <td>Singapore</td> </tr> <tr> <td>Brazil</td> <td>Italy</td> <td>Spain</td> </tr> <tr> <td>Canada</td> <td>Malaysia</td> <td>UK</td> </tr> <tr> <td>France</td> <td>Netherlands</td> <td>USA</td> </tr> <tr> <td>Germany</td> <td>New Zealand</td> <td></td> </tr> <tr> <td>Hong Kong</td> <td>Portugal</td> <td></td> </tr> </table>	Australia	Ireland	Singapore	Brazil	Italy	Spain	Canada	Malaysia	UK	France	Netherlands	USA	Germany	New Zealand		Hong 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