ShoreTel Connect Contact Center Service Plans

SIMPLE SERVICE PLANS FOR EXCEPTIONAL CUSTOMER EXPERIENCES

ShoreTel Connect Contact Center CLOUD Service Plans

plans offer flexibility to choose the right customer engagement experience that best fits your requirements

ShoreTel Connect Contact Center is a fully featured customer engagement suite that helps you amplify customer experiences. It enables previously standalone contact center functions, including ACD, IVR, computer telephony integration (CTI), outbound campaigns, and multimedia routing, to be integrated onto a single, centrally managed, highly available platform.

ShoreTel Connect Contact Center is based on the ShoreTel Connect platform. What this means is that you get an industry-leading Unified Communications solution, as well as the powerful Contact Center solution from a single platform, thus providing a cohesive end-to-end solution that reduces cost and complexity.

Connect Contact Center works for businesses of all sizes, distributed locations and varying budgets. Because it's added to the Connect CLOUD foundation, it's easy to enable unified communications features like instant messaging, conferencing and online meetings. Connect Contact Center is an enterprise-grade solution from ShoreTel, a pioneer in VoIP with nearly 20 years of unified communications leadership. It is backed by ShoreTel's services and support teams that are focused on delivering the best to you.

BENEFITS
- Simple plans that provide rich feature sets without complex licensing
- Flexibility for businesses to purchase what they need and options to expand when they are ready for growth
- Mix and match plans for the best value service
- All plans are backed by industry-leading support services

xtelesis
experience excellence

Feature	Agent Essentials	Agent Standard	Agent Advanced
IVR (Interactive Voice Response) [1]			
Call Routing (based on date/time/DNIS etc)			
Inbound Calls			
Personal Agent Queuing			
Reporting			
Supervisor [2]			
Skill-based Routing	-		
Callbacks	-		
Outbound Dialer	-		
Multimedia routing (emails, chats)	-	-	
Call Recording	a la carte	a la carte	a la carte
IVR Ports [1]	a la carte	a la carte	a la carte

* ShoreTel Connect Contact Center CLOUD Service Plans can be added on to the following valid ShoreTel Connect CLOUD Service Plans: Telephony or the three UC Service Plans (Essentials, Standard and Advanced) ask your ShoreTel representative for details
1 1 (One) IVR Port is included with every agent license. Additional IVR Ports can be purchased a la carte
2 Add-on user license, see feature list for details

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.