

ShoreTel Connect Director



SIMPLE SYSTEM ADMINISTRATION THAT ADDS TO YOUR BOTTOM LINE

ShoreTel's unique system management controls all phones, permissions, applications, trunks and voice switches from a simple web-based interface

IT groups are under constant pressure to provide technology solutions that drive new business initiatives, help boost productivity and meet tight budgets. Yet introducing new systems often increases complexity and results in rising maintenance costs. The ShoreTel Unified Communications (UC) system was designed to streamline IP communication management and help deliver a low total cost of ownership (TCO).

ShoreTel Connect Director

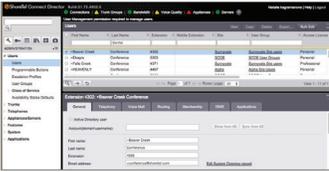
ShoreTel Director is a browser-based network management tool that provides a single management interface for voice and collaboration applications across all locations. Instead of using separate management systems for multiple PBX, voicemail and automated attendant systems, Connect Director makes it extremely easy and intuitive with its all-in-one approach. Its single interface is extremely easy to learn, improving

efficiency without requiring complex programming skills. As a result, the system's total cost of ownership is reduced, and IT resources are free to work on other projects.

With plug-and-play ease, Connect Director automatically recognizes and configures all ShoreTel IP Phones on the network, eliminating the need to manually add and delete phones through a management interface. When new users are added, they are automatically assigned an extension and mailbox, and may automatically receive instructions on downloading their desktop software. Through the same management interface administrator can provide users with advanced collaboration capabilities, such as audio conferencing, web sharing, and instant messaging. When adding more telephones, collaboration features or trunk capacity, Connect Director automatically discovers all ShoreTel voice switches and service appliances

BENEFITS

- A single, centralized view accessible anywhere via a Web browser
- Streamlined management tasks reduce total cost of ownership
- Quick and easy to deploy, and make moves, adds and changes
- Proactive maintenance helps ensure consistently high service levels
- Automatic alerts and built-in reports provide important insight
- Diagnostics and monitoring adds a visual dashboard, topology map and call quality tools



Graphical installation capabilities make it easy for new switches to be automatically added to the network.



Real-time diagnostics track call volume and network traffic

on the network. This and other auto-discovery capabilities help reduce support overhead and ensure that the system is always running optimally.

Easy proactive maintenance

ShoreTel Connect Director provides a single-screen view of the entire enterprise system, using indicators to graphically notify administrators of the performance of all key components, at all times. For fast, 24-hour response, email warnings can be sent to one or more administrators.

Diagnostics and Monitoring

The diagnostics and monitoring capability provides a visual Dashboard showing overall system status and resource utilization. The Topology capabilities give an overview of health and performance of all sites and connectivity between them. Call quality information including

packet loss, jitter and delay information along with a call trace are captured for each call to make it easy to identify potential network issues. For additional diagnostics, packet capture can be enabled directly from Connect Director.

Network usage and call details reporting

Network usage and call details reporting is integrated into the system. Built-in tools measure trunk utilization to reduce service provider costs, track network performance across WAN links, and provide details on end users' activities. In addition, built-in reports show performance information about basic ACD groups. Users can get detailed information with optional enhanced ACD reports from ShoreTel, or leverage the system's text file interface with third-party call accounting packages.

ShoreTel Connect Director features

Administration

- Microsoft Active Directory integration
- Browser-based interface
- Centralized administration
- Call control
- Voicemail
- Automated attendant
- Hunt groups
- Workgroups
- Workgroup interflow
- Workgroup overflow
- Call detail reporting
- Multi-user access
- Multi-level access control

- User ID and password protection
- User groups
- Call permissions
- Telephony permissions
- Voicemail permissions
- Trunk groups
- Dialing plans
- Dynamic configuration
- Automatic synchronization
- Unattended restart
- Online help
- Online user guides
- User import tool
- Extension lists
- Batch update utility
- Account codes
- Route points
- System distribution lists

- User notifications
- Converged conference bridge
- Distributed routing services
- Administrator preference profiles

Maintenance

- Diagnostics and monitoring
- Event reporting
- Email event notification
- SNMP
- Online help
- Trunk test tool
- Remote packet capture

Call detail reporting

- CDR database
- Integrated archival
- Bundled reports:
 - Media stream statistics

- User activity
- Trunk activity
- Workgroup agent activity
- Workgroup queue activity
- Workgroup exception calls (optional)
- Workgroup service level (optional)
- Workgroup agent detail (optional)
- WAN activity
- Third party integration
- Space-delimited CDR output
- Send CDR over SMDR interface
- Remote CDR viewing
- CDR output

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