

# ShoreTel Connect Contact Center



## DELIVER EXCEPTIONAL CUSTOMER EXPERIENCES BY PHONE, CHAT AND EMAIL

ShoreTel Connect Contact Center provides inbound, outbound and blended solutions that enable you to build positive customer relationships—without costing a fortune

ShoreTel Connect Contact Center is a fully featured customer engagement suite that helps you enhance customer experiences. It integrates stand-alone contact center functions, including automatic call distribution (ACD), interactive voice response (IVR), computer telephony integration (CTI), outbound campaigns, and multimedia routing, into a single, centrally managed, highly available platform.

ShoreTel Connect Contact Center extends the functionality of the ShoreTel Connect platform, an industry-leading IP PBX phone system with unified communications and collaboration built in. This cohesive, fully integrated, end-to-end solution reduces cost and complexity when compared to other vendors' contact center solutions.

Connect Contact Center works for businesses

of all sizes, distributed locations and varying budgets. It provides a range of features, from basic inbound call center capabilities, to sophisticated multi-modal contact center capabilities including customer self-service applications, email routing, web chat and callbacks.

Agents can be located at a central facility, or distributed across any number of locations while maintaining a unified team. Dispersing agents across time zones affords companies tremendous flexibility in providing extended customer hours; the solution routes incoming contacts to the most appropriate agent regardless of location.

ShoreTel Connect Contact Center is an enterprise-grade solution from ShoreTel, a pioneer in VoIP with nearly 20 years of unified

### BENEFITS

- Easy to manage and administer
- Customizable multi-channel routing for improved customer service
- Increased agent utilization with agents handling multiple interactions simultaneously
- Integrated with CRM and ERP apps for superior business intelligence
- Comprehensive historical reporting
- High availability and built-in disaster recovery



### ShoreTel Connect Contact Center

An affordable, multi-modal contact center built on the ShoreTel Connect platform

OUR MISSION IS  
TO DELIVER  
A CUSTOMER  
ENGAGEMENT  
SUITE THAT IS  
EASY TO DEPLOY  
AND USE

communications leadership. It's backed by ShoreTel services and support teams that are focused on delivering the best to you.

All of this without the cost and hassle associated with most other contact center solutions.

### Easy to manage and administer

Spend time managing your business and customers, not your contact center technology. ShoreTel Connect Contact Center is easily added to your Connect business communication platform. The browser-based ShoreTel Connect Contact Center Director management interface provides a streamlined administration for the entire solution.

Connect Contact Center features a next-gen approach to the agent interface. The contact center client, Connect Interaction Center, is a single hub for all agent activity, and allows CSRs to easily manage multiple interactions simultaneously.

IVR and call flow scripting is simplified with a visual script editor. It's easy to change call routing in real time in response to immediate needs.

### Multi-channel routing at your fingertips

Leverage ShoreTel Connect Contact Center's inbound, outbound and blended routing capabilities per your business requirements. Optimized call routing options include advanced scheduling, skill based routing, agent priority, universal queuing and more. Calls, chat messages, emails, and faxes can be routed to agents based on a rich set of attributes. Web callbacks are also available.

Mobility is also built into the solution enabling agents and supervisors to work from anywhere without compromising the quality of service they deliver.

### Business process integrations

When your contact center database and features are integrated with your CRM or other business process applications, you'll know more than simply "who" is calling—you'll have ready information that can tell you "why" they're calling. Salesforce®, MS Dynamics®, and NetSuite® are just a few of the integrations available. Unleash the power of these applications by embedding native dialing, call detail reporting and contact information retrieval into your customer service workflow.

### Comprehensive Historical Reporting

Review the data across your contact center with native reporting capabilities. Create flexible reports and schedule delivery options, without needing any third-party integrations or massive database programming. Measure the effectiveness of inbound and outbound calls, analyze customer activity, do performance monitoring - all from a single interface.

### High Availability and Disaster Recovery

The ShoreTel Connect platform provides enterprise-grade reliability, redundancy and security built into the Connect Contact Center solution. Because a single platform powers both your business communications and contact center, you can leverage expertise from the entire organization to provide the best customer service without expensive customizations.

Want to know more?  
Talk to an expert.

Visit [www.shoretel.com/findareseller](http://www.shoretel.com/findareseller)

### 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.

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