

Connect Contact Center Service Plans



SIMPLE SERVICE PLANS FOR EXCEPTIONAL CUSTOMER EXPERIENCES

ShoreTel Connect Contact Center CLOUD and HYBRID service plans offer flexibility to choose the right customer engagement experience for your unique business needs

ShoreTel Connect Contact Center is a full-featured customer engagement suite that makes it easy to reduce wait times and differentiate your customer interactions. By combining ShoreTel Connect UC functionality with inbound and outbound call solutions, delighting customers has never been easier.

ShoreTel Connect Contact Center CLOUD and HYBRID licenses are available in three different service plans—Essentials, Standard and Advanced—and come with a UC plan included. The Essentials service plan is designed for inbound contact centers and delivers basic functionality such as call routing and IVR. Our Standard and Advanced plans deliver outbound dialers and campaigns as well as skills-based

and multimedia routing for contact centers who require more complexity.

Service plans can be mixed and matched to fit your needs so you're always getting the best value. Plus, with cloud and hybrid deployment options, supporting changing business demands has never been easier. Purchase what you need now and expand as your business grows. By delivering flexible service plans and deployment models you never have to feel locked into a plan and can support future needs with ease.

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

Feature	Agent Essentials	Agent Standard	Agent Advanced
IVR (Interactive Voice Response) ¹	✓	✓	✓
Call Routing (based on date/time/DNIS etc)	✓	✓	✓
Inbound Call	✓	✓	✓
Personal Agent Queuing	✓	✓	✓
KPI Dashboard	✓	✓	✓
Wrap-Up Codes	✓	✓	✓
Agent Log In / Log Out of Groups	✓	✓	✓
Skills-Based Routing	-	✓	✓
Callbacks	-	✓	✓
Outbound Dialer	-	✓	✓
Supervisor ²	-	-	✓
Multimedia Routing (emails, chats)	-	-	✓
UC Service Plan	Essentials	Essentials	Standard
Call Recording & Archiving ³	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 service plans for CLOUD and HYBRID can be added on to the following valid ShoreTel Connect service plans: Telephony or the three UC service plans (Essentials, Standard and Advanced). Ask your ShoreTel representative for details.

¹ Twenty IVR ports are included with solution. Each Agent Profile includes one IVR port. Additional IVR ports can be purchased a la carte.

² Supervisor Profile includes Agent Advanced Profile, Agent Queue Management, Silent Monitor/Coach/Barge, Real-time & Historical Reporting, Event Feed API and Administration tools (Contact Center Director and Graphical Call Control Scripting).

³ Call recording (On-Demand recording with Standard UC Profile; 100% recording & archiving with Advanced UC Profile) or can be purchased a la carte.

Want to know more?
Talk to an expert.

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ShoreTel. Brilliantly simple business communications.

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

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