

ShoreTel Connect ONSITE



A UNIFIED COMMUNICATIONS SOLUTION THAT EVERY DEPARTMENT CAN LOVE

ShoreTel® Connect ONSITE is easy on IT, delivers great financial returns, and unifies team communication for improved business performance

ShoreTel brings a fundamentally different approach to phone system technology. We focus on your most important assets—your people and their goals—and remove impediments to free-flowing communications so your team can focus on relationships, ideas and growth, not on getting technology to work. The result is a reliable, flexible and intuitive communications solution that seamlessly delivers services and applications that will work for you today and adapt gracefully as your business needs change in the future.

Discover the ShoreTel Connect ONSITE difference: an **exceptional user experience** that presents **robust system features** in an entirely user-friendly way. Distributed architecture that assures **business communications continuity**. An **outstanding management interface** that saves time and money, and **line of business integrations** that make time and money. All with the **lowest total cost of ownership** of any on-premises system.

Exceptional User Experience

A ShoreTel Connect ONSITE phone system works like any traditional phone system and offers call transfer, extension dialing, conference calling and other features straight from the phone handset and from your mobile device. But to get the most from your ShoreTel system—and from your work force—you'll want your team to access the collaborative **unified communications (UC)** features that can revolutionize the way they work. Instant messaging, audio and web conferencing, video calling and web desktop sharing can save time, reduce travel, and allow you to communicate and collaborate with ease.

To use the UC features, simply launch the ultra-sleek **ShoreTel Connect client**, which connects people, not just devices, for more natural and intuitive communications. **Built-in collaboration tools** make meetings more productive, ensuring your team will get more done faster and with less hassle. Communicate how you want, with immediacy and ease—the tools appear in the Connect client **as you need them**. You never

BENEFITS:

- Exceptional user experience
- Robust system features
- Business communications continuity
- Outstanding management interface
- Line of business integration
- Lowest total cost of ownership



ShoreTel Connect ONSITE
Your company owns, maintains and controls your ShoreTel system

A FUNDAMENTALLY DIFFERENT APPROACH TO PHONE SYSTEM TECHNOLOGY AND THE USER EXPERIENCE

need to launch a new app, or new window, or retrieve a complicated code to make things work.

ShoreTel Connect is the first **“forgiving” communications solution**. Its user-friendly and intuitive UI makes it easy for users to change their call routing or schedule an event. Plus, ShoreTel Connect ONSITE offers the same rich collaborative experience to external customers and clients via the ShoreTel Connect **web collaboration app**, which opens automatically on participants' desktops during online meetings.

Personalized App Features

The Connect client is a next-generation user interface that provides a personalized communications experience by presenting intuitive access to the information you use most.

As users engage the Connect client, the panel slides open to guide what a user might want to do next. Features appear as you need them, and include:

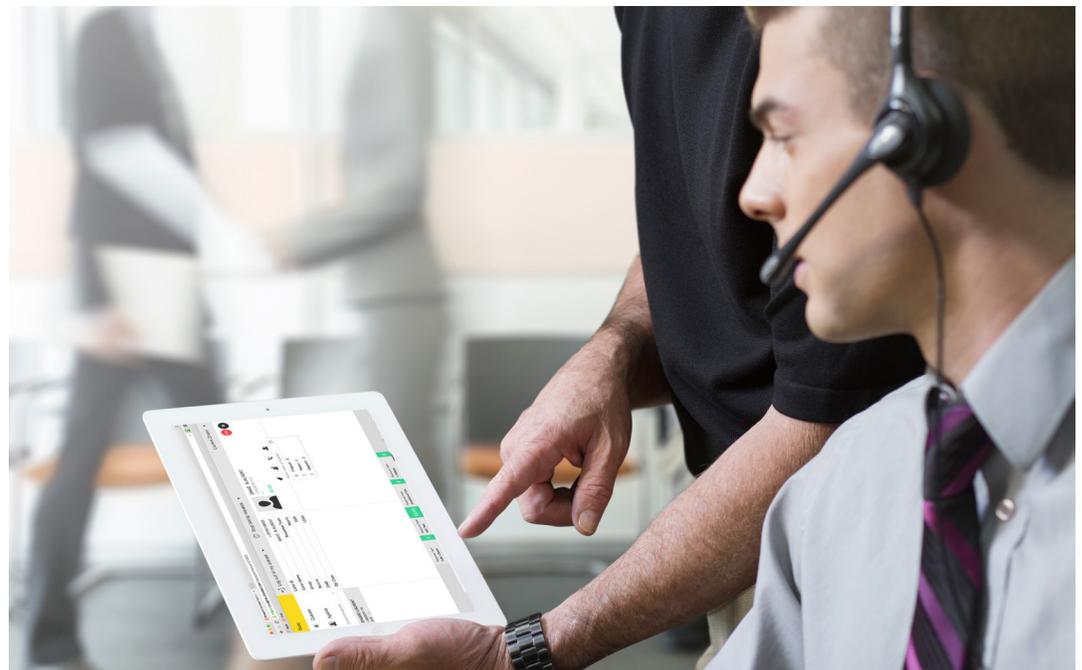
- **Action icons** that trigger calls, video, web sharing, call recording, raise hand, mute self, mute all, and add a participant
- **Contact timeline** that shows all past communication with a co-worker, including a drill down into detail
- **Favorites** to quickly access the people and groups you need most
- **Event wizard** to set up calls and collaborations including presenters, agendas, invitations, and more
- **Call outs** so meeting organizers can call late attendees and conference them into the meeting
- **Agenda timer** that tracks agendas in real time to help participants keep conferences on topic
- **Raise hand** feature to manage conversations with large groups
- **Visual audio monitoring** to mute participants who have distracting background noise
- **Integration with Outlook, AD and ICS calendars** for presence, meeting invitations and scheduling
- **No VPN** required for remote use

AN ENTERPRISE-GRADE CONTACT CENTER FOR BUSINESSES OF ALL SIZES

ShoreTel Connect Contact Center is a multi-modal contact center that makes customer engagement easy. Improve the quality of your sales and service with both inbound and outbound call automation; predict and accommodate call volume peaks quickly.

Agents can handle multiple interactions simultaneously with features like web chat, callbacks, and email routing. Supervisors can build complex call queues and IVR scripts in-house, and customizable reports display immediately.

ShoreTel Connect Contact Center is sold separately, and integrates seamlessly with your Connect ONSITE system.



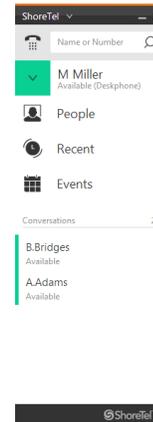
The ShoreTel Connect Experience

The Connect client is there when you need it, and stays out of the way when you don't. The slim control panel can be compressed to fit your needs making it easy to interact and collaborate with others without taking up your entire screen.

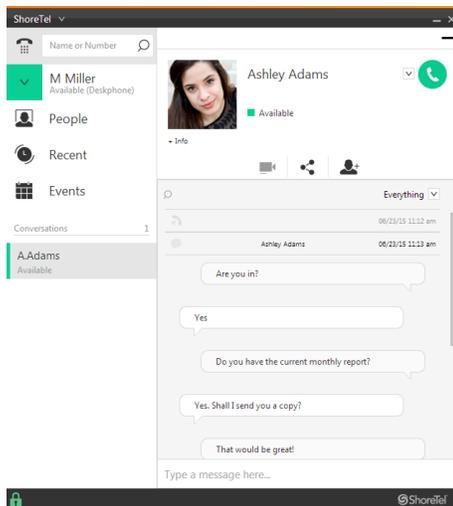
Ready-state features include:

- **Directory** to quickly locate contacts by name or number
- **Personal preferences** to set presence (availability status) and personal call handling

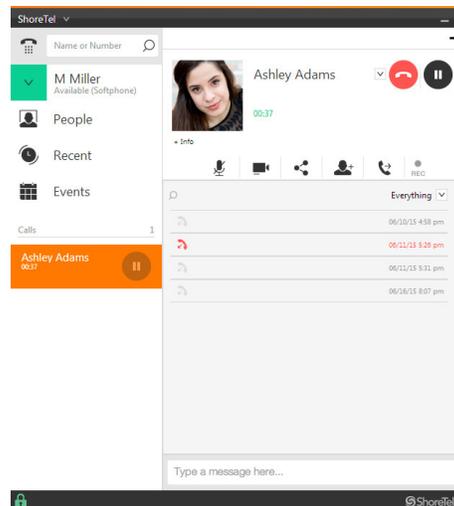
- **People** to view co-worker presence and organize contacts into favorites and groups
- **Recent** to see past communications and collaboration with co-workers
- **Events** to create and schedule meetings, generate alerts and provide one-click access to online meetings, calls and web collaborations
- **Conversations** for quick access to the people you've communicated with most recently



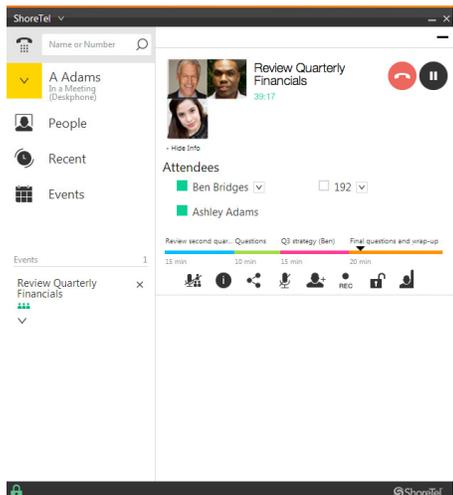
ShoreTel Connect client in its ready state. Panels slide open as users engage with IM, calls, conferences and online meetings.



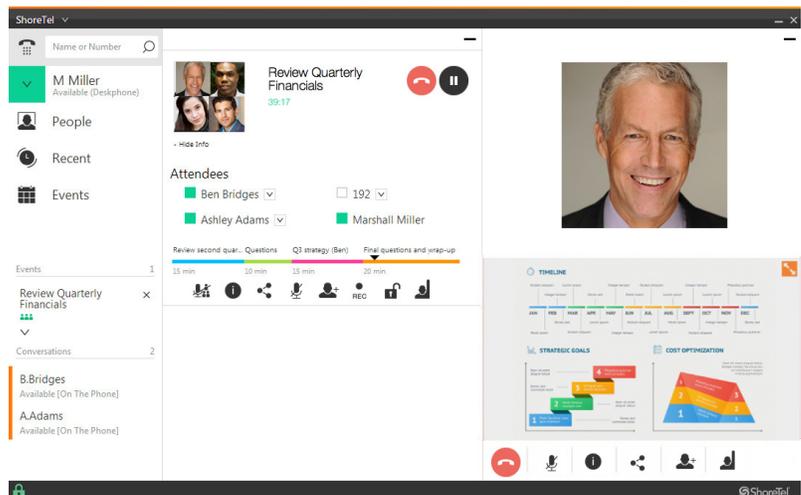
ShoreTel Connect during an IM session. Simply click the green "phone" icon to escalate to a call.



When on an active call, action icons appear to hang up, put on hold, mute, use video, share the desktop, conference, forward and record.



When setting up an online meeting, users can create an agenda which becomes a real-time, animated meeting timekeeper for all to see during the call



Online meetings can include peer-to-peer video as well as desktop sharing. It's easy to expand the Connect client view to see video and sharing full screen.

AN END-TO-END SOLUTION FROM PHONES, TO VOICE SWITCHES, TO CALL CONTROL APPLICATIONS, TO NETWORK SERVICES

Robust System Features

Like all ShoreTel Connect systems, ShoreTel Connect ONSITE is an end-to-end solution. ShoreTel designs and develops our own phones, voice switch technology, platform software and advanced applications. This ensures that all components are optimized for peak performance so you never need to worry that a system upgrade or new feature might cause an unexpected issue with performance.

Connect ONSITE phone systems include:

- **IP PBX telephony services**, with call control, call routing, voicemail, music on hold and automated attendant
- **ShoreTel desk phones** with feature keys for system directory, intercom, conference calling, transfer, redial, hold and other options; soft keys for presence status, pick up, park and more
- **ShoreTel Connect client** for PCs and Macs, for user call control, contacts, event scheduling, event history and collaboration suite control
- **ShoreTel Connect mobility app** for Android and iOS mobile and wearable devices, to extend full desk phone call handling and UC



Ad hoc audio conferencing is easy with ShoreTel Connect

suite capabilities to the user's mobile devices. More than simple call forwarding to a user's mobile device, the Connect mobility app includes:

- **One-click "Join" button** for conferences that eliminates dial-ins and passcode entries
 - Automatic Wi-Fi/cellular **call handover**
 - **"Dual persona"** separation between business and personal calls
 - Peer-to-peer **video calling**
 - **SRTP security** for both voice and UC signals, even in public hotspots.
- **Collaboration suite** delivers robust unified communications including instant messaging, audio conference calling, web collaboration, desktop sharing, point-to-point video calling and room-based video conferencing
 - **Integration with Microsoft Outlook and ICS** calendars for event scheduling and invitation automation
 - **Integrations with third-party applications** like ShoreTel for Salesforce®, MS Lync®, NetSuite®, and most popular CRMs
 - **Operator** functionality makes it easy for supervisors to monitor calls and contact status with hover and drag-and-drop functionality
 - **Productivity apps** like web dialer and app dialer
 - **Softphone functionality** turns your computer into a phone by simply plugging in a headset
 - **ShoreTel Connect Director**, the browser-based system administration program that provides a "single view" of the entire system status including individual phones, call detail recording (CDR), trunk lines, and user account moves/adds/changes and feature permissions
- Additional Connect ONSITE products include:
- **ShoreTel Edge Gateway** to eliminate VPN login for remote and teleworkers
 - **Advanced Applications** like emergency notification, caller directed routing, enhanced IVR campaigns, enhanced contact center reporting and dozens more
 - **Workgroup functionality** for both supervisors and agents for additional call routing functionality

- **ShoreTel Connect ONSITE Contact Center** for multi-channel call and contact center operations

Business Communication Continuity

If you're like most companies, customer communication is the heart of your business. You can't afford a moment of downtime, especially if you've invested in integrating your line of business apps with your phone system.

If you're seeking fail-proof redundancy that's affordable and easy to manage, the ShoreTel Connect ONSITE modular architecture and simple **"N+1" system redundancy** provides automatic back-up for three possible points of failure:

- A WAN outage
- A voice switch outage
- An application server outage.

ShoreTel voice switches can operate independently of the network, and your routers and phones are registered locally through the switch to the telco so they'll continue to work. You'll never lose dial tone. You can rest assured that ShoreTel Connect ONSITE is highly reliable, with 99.999% availability.

Outstanding Management Interface

We designed ShoreTel Connect ONSITE to simplify system administration, when compared to products from other on-premises communications providers. Our cross-browser compatible administrative app, ShoreTel Connect Director, delivers a "single image" view of your entire network, no matter how many phones or sites you manage.

Because we've streamlined provisioning, account set up, maintenance, and moves/adds/changes (MACs), your IT team will spend far less time thinking about your phones compared to solutions from other vendors—saving your team time and your bottom line money. In fact, ShoreTel Connect ONSITE is so easy to administer that non-technical employees can handle MACs in seconds.



The browser-based ShoreTel Connect Director system management software uses radio buttons to easily set up account and feature permissions, eliminating redundant and time-consuming configurations.

Line Of Business Integrations

Customer relationships are built on clear communication, and when business managers can measure and assess customer touch points they can improve the quality of their sales and service. When that information is directly integrated with the business phone system, the quality and usefulness is compounded. Your phone system becomes a tool to drive revenue.

ShoreTel Connect ONSITE includes packaged integrations with Outlook®, ShoreTel for Salesforce®, MS Dynamics®, NetSuite®, ACT!®, Zendesk®, desk.com® and other popular LOB apps. ShoreTel offers dozens of additional advanced applications and plug-ins that extend system utility:

- Merge call records with customer records to raise the efficiency of your customer service
- Identify sales trends, and optimize staffing
- Track cost accounting so clients are billed correctly for phone consultations.
- Contact specified phone extensions with custom messages in emergency situations

Lowest Total Cost of Operation

ShoreTel has an established reputation for long-term cost efficiency built on the strength of our signature distributed architecture, ease of use, and simplicity of administration. Our communications platform reduces the impact on IT resources, saving companies money.

In the recent issue paper, *How to Keep UCC Costs Down as Complexity Grows*, Nemertes Research found that ShoreTel's onsite solutions had both the Lowest First-Year Costs and Lowest Overall Costs among all vendors in their study, which included the major UC brands.¹

Investing Cap Ex in a ShoreTel Connect ONSITE platform creates future benefits by increasing the book value of your company and by reducing long-term costs through amortization and depreciation.

How It Works

ShoreTel Connect ONSITE is designed for optimum call quality and reliability, and it is so easy to deploy that it's practically plug-and-play. Our end-to-end solution includes phones, trunking, voice switches, IP PBX, mobility router, edge gateway, collaboration applications and the ShoreTel Connect apps for desktop and mobile devices.

ShoreTel ST Series Voice Switches

ShoreTel Connect ONSITE typically features a central deployment of ShoreTel ST series voice switches, the 5th generation of ShoreTel's pioneering approach to VoIP architecture. The voice switches aren't servers, they're flash-based appliances that provide the connection between your local telephone companies and your IP network. ShoreTel switches handle call



THE SHORETEL CONNECT ONSITE PRODUCT FAMILY

ShoreTel Connect ONSITE is a complete, end-to-end solution, including the ShoreTel ST Series phone and trunk switches and an array of phone models: (from lower left) the IP 655 for executives and conferencing; the IP 485g color display; the BB424 operator button box; the ShoreTel Dock, which converts any iOS mobile device into a fully featured desk phone; the 930D portable DECT phone with charger; the IP 420 for basic phone functionality and IP 480 and IP 480g for general office use.

control intelligence, including routing tables and database. They're available for SIP, PRI or analog trunking in either solid-state hardware, or virtualized form running on your X86 compliant server.

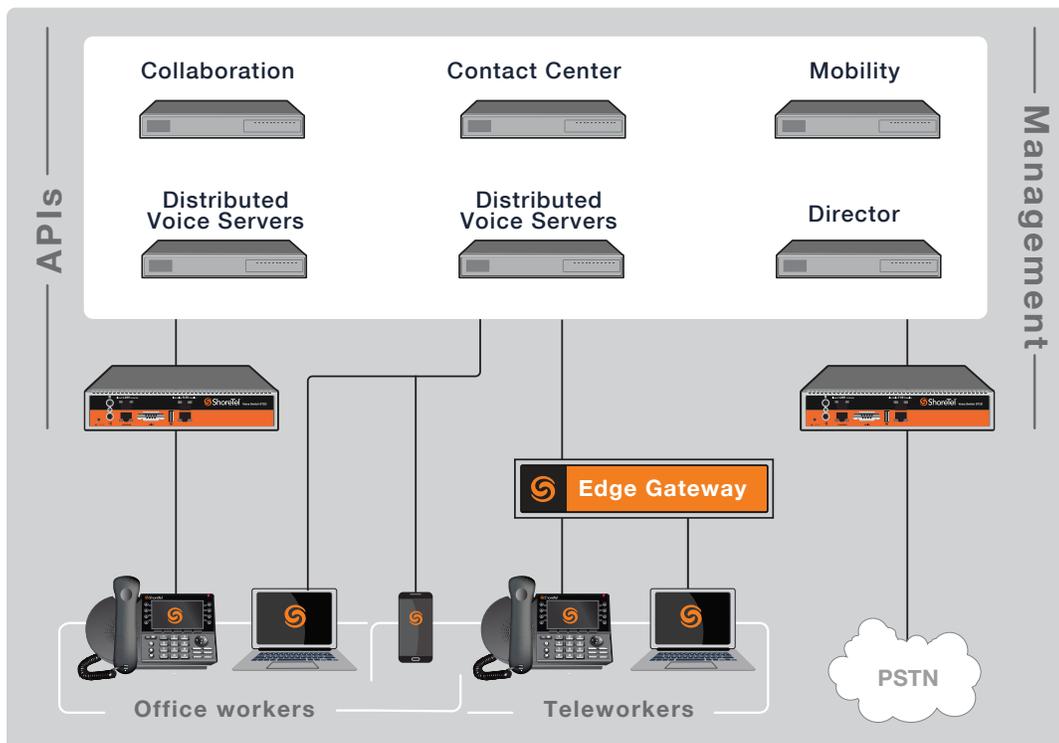
The all-new ST series switches feature two-stage upgrades, built-in conference ports, 500-port IP switches and USB ports for extended logging. They run on Linux DVS and are seamlessly interoperable with Windows DVS, including the OVA image for deployment on virtual machines. There's no need to install or manage the operating system, it's part of the ShoreTel software.

Your switch installation is supported by a single application server. No matter how large or spread out your operations may be, one server is all you'll ever need² for your entire ShoreTel system. On that server, you'll run our best-in-class network administration software, ShoreTel Connect Director, and the ShoreTel Connect desktop app.

To provision additional locations, simply add a voice switch to handle the number of phones needed at the new location. ShoreTel uses peer-to-peer connectivity to distribute your system's intelligence across all the installed devices. This enables multi-site phone systems to work like a single system, managed by a simple web interface. This "single image" architecture makes even huge deployments unbelievably easy to set up and maintain.

ShoreTel Edge Gateway

The ShoreTel Edge Gateway improves access to the ShoreTel Connect system for remote and teleworkers. With the ShoreTel Edge Gateway, there is no need for offsite users to launch a VPN to use ShoreTel Connect, their IP 400 series phones, and/or the ShoreTel Connect ONSITE Interaction Center application. Highly secure and Web RTC compatible, the Edge Gateway is a virtual appliance managed through ShoreTel Connect Director.

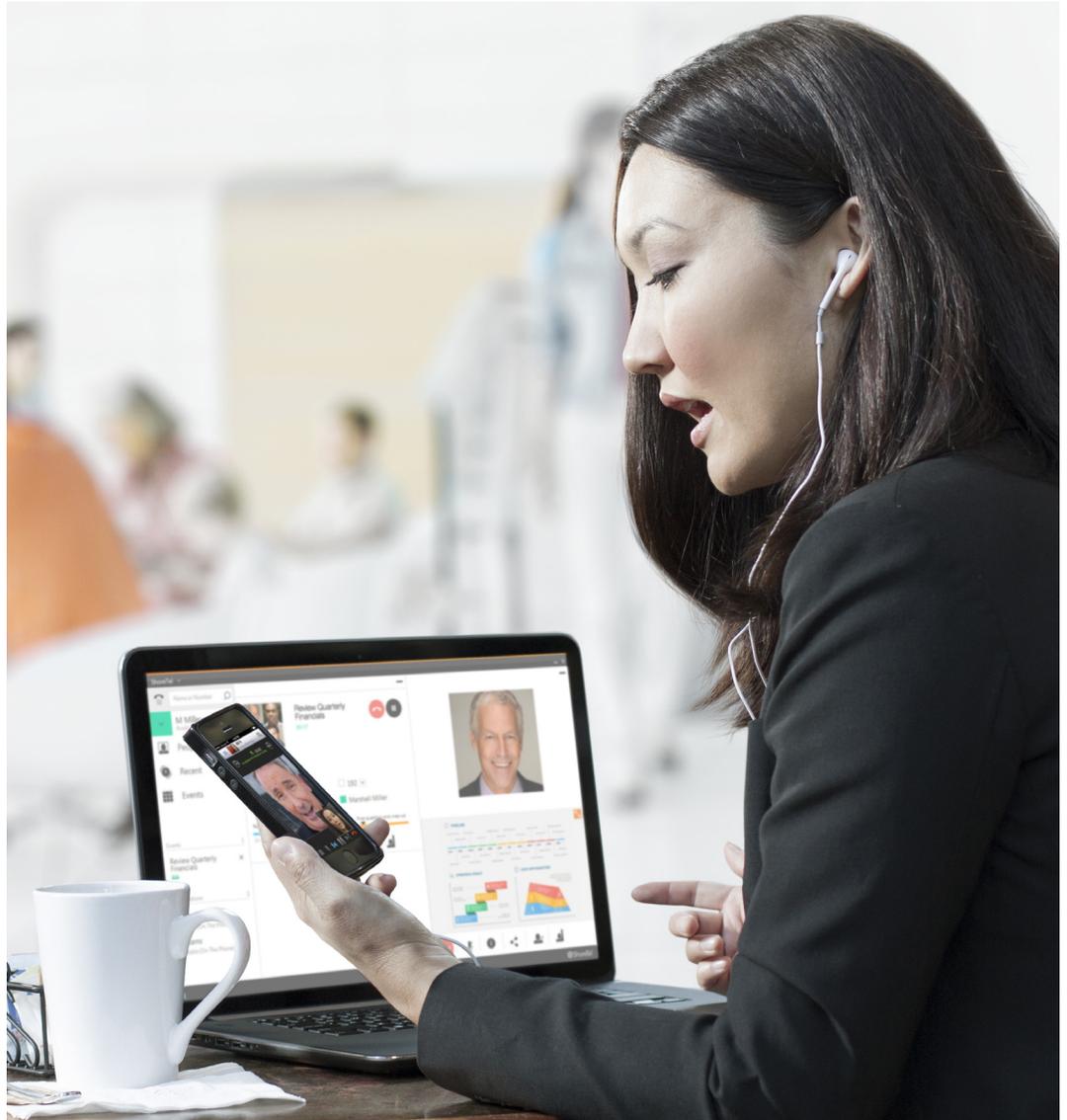


SHORETEL CONNECT ONSITE ARCHITECTURE

ShoreTel Connect ONSITE delivers 99.999% availability by distributing call control intelligence across your entire network. Adding a single redundant ShoreTel voice switch ensures call continuity in the event of a WAN outage, a switch outage, or an application server outage.

THE RIGHT CHOICE FOR EVERY BUSINESS

ShoreTel Connect extends our reputation for simplifying the way companies deploy, manage and maintain unified communications—no matter how many sites you serve.



1 *How to Keep UCC Costs Down as Complexity Grows* by Robin Gareiss, President Nemertes Research
<https://www.shoretel.com/sites/default/files/Nemertes-Total-Cost-of-Operation-issue-paper.pdf>

2 If your company exceeds 10,000 users, a second application server will be required.

Want to know more?
Talk to an expert.

Visit www.shoretel.com/findareseller

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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