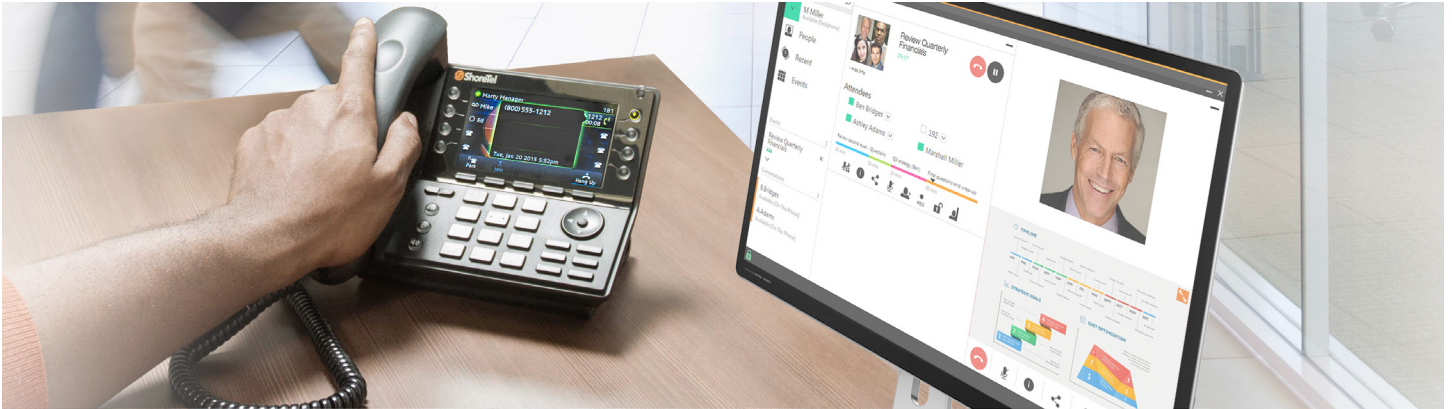


ShoreTel Connect CLOUD Service Plans



SHORETEL FLEXIBILITY MAKES CLOUD SERVICES EASY

ShoreTel Connect CLOUD service plans offer a variety of unified communications tools and options—choose the right combination for your business needs

Convenient and Cost-Effective

Every business has unique communications needs. ShoreTel Connect CLOUD phone system and UC features are available in three different profiles so you can subscribe to features that fit your needs. ShoreTel gives you the flexibility to mix and match service levels allowing you to easily adapt to changing business demands as they arise.

Essentials includes all business telephony call handling features, plus key UC features like instant messaging, presence, video calling, conferencing, web sharing and online meetings.

Standard offers additional features for supervisors, managers, and sales and service teams including expanded conferencing capacity, voicemail-to-text transcription, integration with CRMs such as Salesforce, and full UC capability on mobile devices.

Advanced increases conferencing and web sharing capacities by adding recording, archiving and operator features such as consultative transfers and conferences for advanced call handling capability.

Add, reduce, upgrade and change profiles as you need. The ShoreTel Connect Portal management dashboard makes it easy to self-provision and add users as your organization grows. Profiles can be mixed and matched to align users with functionality that is required for their individual role.

Doing business with ShoreTel has always been easy. With ShoreTel Connect CLOUD service plans, we've made it even more brilliantly simple.

BENEFITS

- Self-provision service levels through ShoreTel Connect Portal
- Mix and match levels, buying just the services you need
- Change service levels to adapt to business demand as they arise
- All profiles include business telephony features and great customer service
- All profiles integrate with a la carte applications like ShoreTel Connect CLOUD Fax and ShoreTel Connect CLOUD Contact Center



ShoreTel Connect CLOUD
Provision UCaaS quickly with easy service plans

Feature	Essential	Standard	Advanced
Direct dial	✓	✓	✓
Minutes per month ¹	Unlimited	Unlimited	Unlimited
PBX features	✓	✓	✓
ShoreTel Connect Portal	✓	✓	✓
ShoreTel Connect client	✓	✓	✓
Voicemail	✓	✓	✓
Audio conferencing	8-Party	25-Party	100-Party
Desktop sharing	4-Party	25-Party	100-Party
Instant messaging	✓	✓	✓
Presence	✓	✓	✓
Video calling	✓	✓	✓
Softphone	✓	✓	✓
Outlook® integration	✓	✓	✓
Web & app dialers	✓	✓	✓
Find me, follow me	✓	✓	✓
ShoreTel Connect mobility app	-	✓	✓
Voicemail transcription	-	✓	✓
Salesforce® integration	-	✓	✓
Call recording	-	-	✓
Archiving	-	-	✓
Operator	-	-	✓
Internet fax	✓ ²	✓ ²	✓ ²
Multi-modal contact center	✓ ²	✓ ²	✓ ²

¹ Domestic Outbound calls

² ShoreTel Connect CLOUD Fax and ShoreTel Connect Contact Center are purchased separately

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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