



SOLUTION BRIEF

# ShoreTel System Management

MANAGE ALL ENTERPRISE COMMUNICATION NEEDS FROM A SINGLE POINT

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).

## 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

## ShoreTel Director

ShoreTel Director is a browser-based network management tool that provides a single management interface for voice applications across all locations. Instead of using separate management systems for multiple PBX, voicemail and automated attendant systems, ShoreTel 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, ShoreTel 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. When adding more telephone or trunk capacity,

ShoreTel Director automatically discovers a new ShoreTel Voice Switch quickly. This and other auto-discovery capabilities help reduce support overhead and ensure that the system is always running optimally.

## Easy proactive maintenance

ShoreTel 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.



Figure 1: Graphical installation capabilities make it easy for new switches to be automatically added to the network.

## Manage network usage and basic ACD performance

Centralized call detail reporting (CDR) 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 user's 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 Conference Director

ShoreTel Converged Conferencing Director is an optional, Web-based module used to administer the enterprise-wide conference system, including audio and Web conferencing, as well as instant messaging (IM) capabilities. Administrators can view the system configuration, manage users, set up alerts and access the system's advanced reporting features.

### ShoreTel 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

- Real-time monitoring
- Event reporting
- Email event notification
- SNMP
- Online help
- Trunk test tool

#### 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

### ShoreTel Conference Director features

#### Management

- Browser, zero install application
- All IP—no tie line integration
- Password-protected access
- Reserved executive ports
- Port usage level alerts
- Email alerts to administrator
- Automatic port configuration
- One button database backups
- Bulk provision to add initial users

- LDAP integration for authentication
- Configurable voice prompts
- Resource availability display
- User class of service levels

#### Call detail reporting

- Predefined end user reports
- Predefined administrator reports
- Report by project or department code
- Export full call details (CSV or XML)
- Traffic and network statistics
- Alarm and event logs

#### Security

- Optional HTTPS transport
- Individual user authentication
- Local database authentication
- LDAP/LDAPS database authentication
- Individual user privileges
- IM text logged to SMTP
- SNMP v3 with privacy

## About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit [shoretel.com](http://shoretel.com) or [shoretelsky.com](http://shoretelsky.com)



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