

PRODUCT UPDATE

# What's New in ShoreTel 10.1

ShoreTel 10.1 builds upon the ShoreTel 10 release, delivering more feature enhancements for the ShoreTel UC system

## HIGHLIGHTS/SUMMARY

- Priority Paging
- V Minus 1 Client Compatibility and Client Version Management for ShoreTel Call Manager
- Malicious Call Trace (ETSI-based)
- Enable Workgroup Mailbox with ShoreTel Contact Center for ShoreTel Call Manager

## Priority Paging

ShoreTel 10.1 offers a new setting for a paging group to increase the productivity and efficiency of office staff. Priority Paging, also called "Barge In", forces a page to be played to a user's phone. If the user is on a call, the active call is automatically placed on hold and the audio associated with the forced page is played out so that the user doesn't miss a potentially important message.

## V Minus 1 Client Compatibility and Client Version Management for ShoreTel Call Manager

This feature allows organizations to control their ShoreTel Call Manager upgrade. Customers can now upgrade their servers first, without requiring client upgrades and then, at a later time, push the client upgrade to all their users. This spreads the upgrade process over as much or as little time as wanted and is less demanding on the IT staff, and allows users to upgrade at their own convenience. The feature name (V Minus 1) refers to clients of Version "N - 1" being allowed to work against version "N" of the server. Version N is any major release of ShoreTel software. For example, Version 9.x clients will work properly with the Version 10 software.

## Malicious Call Trace (ETSI-based)

ShoreTel 10.1 allows callers to flag any incoming or outgoing call as malicious by using a star code which allows and enables tracing and tracking of the call by the public network. This feature only works for ETSI ISDN BRI trunk implementations and is supported on the following voice switches: ShoreTel 30BRI, 90BRI, and 90BRIV.

## Enable Workgroup Mailbox with ShoreTel Contact Center for ShoreTel Call Manager

ShoreTel 10.1 offers new functionality for the contact center to improve the efficiency of agents and the service they offer to callers. The new feature enhances the Communicator and allows Contact Center agents to directly access workgroup voicemail mailboxes, if they are using professional or personal Call Manager. This means that users can not offer waiting callers the option of leaving a voice message that will be seen by all the agents in the contact center and can be followed-up on by the first available agent.

## Expanded Mobile Call Manager Device Support

This release supports two additional devices:

- Blackberry Curve series
- Blackberry Tour series

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## ABOUT SHORETEL

ShoreTel, Inc., is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices worldwide. For more information, visit [www.shoretel.com](http://www.shoretel.com).

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WORLD HEADQUARTERS	960 Stewart Drive, Sunnyvale, CA 94085 USA. <a href="http://www.shoretel.com">www.shoretel.com</a> +1 (800) 425-9385 Toll Free. +1 (408) 331-3300 Tel. +1 (408) 331-3333 Fax.
EMEA	+1 800 408 33133 Freephone. +44 (1628) 826300 Tel.
ASIA PACIFIC	+61 (0)2 9959 8000 Tel.

