

PRODUCT UPDATE

## What's New in ShoreTel 11

### HIGHLIGHTS / SUMMARY

- ShoreTel Communicator for Web
- ShoreTel Communicator for iPhone
- ShoreTel Communicator for Mobile streamlined user interface
- Distributed database option
- Virtualization

ShoreTel 11 is ideally suited for large enterprises because it includes features that further simplify system management, and improve reliability when deployed across multiple sites. Users can be more productive by taking advantage of the many new options to communicate whenever and however, they choose. The release also further simplifies integration with existing IT infrastructure, as well as legacy PBX systems.

### ShoreTel Communicator

In addition to providing many new product enhancements, ShoreTel 11 introduces a new name for our award-winning desktop application. ShoreTel Call Manager is now called ShoreTel Communicator, and the name ShoreTel Communicator will be used in all versions of the ShoreTel system going forward.

In addition to Microsoft Windows 7 support, ShoreTel Communicator is now available in a Web and iPhone version: Users can manage communications from Mac and/or Windows desktops by simply opening a browser and accessing call control functions, voicemails and more, through this lightweight client.

### Support for iPhone

The highly popular iPhone is supported as a new platform for ShoreTel Communicator.

The user interface of ShoreTel Communicator for Mobile has been streamlined for improved usability. On Blackberry devices, you can now dial right from the phone's Address Book or from the phone's Call History. A new indicator

on the Blackberry Home screen indicates voicemail or missed call status.

ShoreTel Communicator for Mobile now supports BlackBerry Storm, Curve and Samsung Blackjack II.



ShoreTel Communicator for iPhone

## Offline Call Handling Mode with Microsoft Outlook 2007

With the new Microsoft Outlook 2007 plug-in, your Call Handling is automatically changed based on your calendar, even when Outlook is not running.

## New unified agent desktop capabilities

ShoreTel Enterprise Contact Center 6 customers using ShoreTel 11 and above can also leverage advanced integration with ShoreTel Communicator that enhances the agent experience and increases productivity.

Multimedia interactions are clearly indicated in the agent desktop client along with complete call details, including custom call information such as account number entered, Web page being browsed, email subject header, and so on.

## Distributed Database

A new option is now available that allows additional instances of the configuration database to be installed on remote sites. This alleviates performance bottlenecks and further eliminates single points of failure, reinforcing ShoreTel's position as an exceptionally reliable communication system with the lowest total cost of ownership.

## Virtualization

ShoreTel headquarter and remote servers can now be deployed under VMware



ShoreTel Communicator for Mobile

vSphere 4.0 environments, letting system administrators fully leverage the many benefits of virtualized server systems. Virtualization results in a lower total cost of ownership and high availability, and offers many energy efficiency benefits, such as reduced cooling and space requirements, furthering green initiatives.

## Expanded QSIG support

Integration with legacy PBX or voicemail systems is now simpler and offers more features so customers can easily leverage existing investments until they are ready to fully switch over to ShoreTel.

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## ABOUT SHORETEL

ShoreTel is a leading provider of Pure IP unified communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. **For more information, visit [www.shoretel.com](http://www.shoretel.com).**

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