

PRODUCT UPDATE

WHAT'S NEW IN SHORETEL 9.2

ShoreTel 9.2 builds on the feature enhancements in ShoreTel 9 and 9.1 designed to streamline deployments of the ShoreTel UC system in large enterprises

Highlights/Summary

- Support for BCA Conferencing
- Call Notes control for SEC compliance
- Advanced privacy options
- Improved talk time accuracy

BCA Conferencing

Bridge Call Appearances (BCAs) are commonly used by ShoreTel customers to share a single extension across multiple telephones. Many work environments require a “party line” capability which allows coworkers to join a call in progress by simply pressing a button on their phone associated with the shared extension. ShoreTel 9.2 now supports this functionality and allows a maximum of six parties to join a conference on a given BCA.

Disable Call Notes

To help customers comply with the Securities and Exchange Commission (SEC) requirements related to electronic communications discovery and retention, a new Class of Service setting is provided to allow an administrator to control whether or not a call note can be added to CDR records and/or call history in ShoreTel Call Manager.



Private Message Handling

Customers in the legal and financial verticals often require the option to designate voicemail messages as private. Once marked private, messages cannot be forwarded by the recipients and WAV files associated with such messages cannot be downloaded. Email notifications for private messages do not contain a WAV file and are identified as private. Recipients may reply or reply-all to a private message, however the original message is not included.

Call History Privacy

ShoreTel 9.2 offers a new option to keep call history private. When users select this privacy option, call records in the CDR database as well as in the history lists of ShoreTel IP Phones and ShoreTel Call Manager are suppressed for users that have this particular Class of Service.

Expanded Mobile Call Manager Device Support

This release supports two additional devices:

- Nokia N78
- Nokia N82

Accurate Talk Time in CDR

ShoreTel 9.2 maintains more accurate data than previous releases on actual talk time as captured in CDR records. The time it takes to connect the call (ie. ring back time) is no longer included in the talk time field which allows for increased accuracy in call billing.

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.

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