

ShoreTel Connect CLOUD Scribe



CHECK PHONE MESSAGES QUICKLY AND EASILY WITHOUT DIALING IN

ShoreTel Connect CLOUD Scribe is a robust example of unified messaging, as it provides cross-platform functionality that adds efficiency and convenience to every user.

The ShoreTel Connect CLOUD Scribe service transcribes voice messages received by a ShoreTel phone system user and sends the text, along with a WAV file, to a specified e-mail address.

ShoreTel Connect CLOUD Scribe enables the ability to visually review voice mail and save the text file for archival purposes. Caller information is provided as part of the transcription process, and the audio file is attached to the email as a WAV file for playback.

ShoreTel Connect CLOUD Scribe features

- Receive and read voicemail on mobile phones, compatible portable devices and/or email.
- Connect CLOUD Scribe makes searching for voice messages as easy as searching for an email.
- Important numbers, names and addresses are easy to find, easy to access and easy to archive.

ShoreTel Connect CLOUD Scribe requirements

Connect CLOUD Scribe requires the following for user activation:

- Email address: POP3, IMAP
- ShoreTel voicemail account
- Sound card to support .wav files

BENEFITS

- Access voice mail in the way most convenient for you
- Search voice message content by searching your email for key words, caller names, dates, etc.
- Forward message content to others quickly and easily
- Add message transcriptions to CRM applications for customer tracking



Voice mail transcription is so convenient, you'll wonder how you worked without it

Feature	ShoreTel Connect CLOUD Scribe
Receive and read transcribed voicemail	■
Manage voicemail message	■
Listen to voicemail .wav audio file	■
Manage voicemail deletion	■
Manual transcription request	■
Phone numbers and message content	■

Activation and management

ShoreTel Connect CLOUD Scribe can be activated and managed by authorized administrators (“decision makers”) through the ShoreTel Connect Portal. Within the portal the decision maker can navigate to the company’s phone system add-on features screen to activate the transcription service for specific users.

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 IP phone systems and unified communications solutions powering today’s always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

World Headquarters
960 Stewart Drive
Sunnyvale, CA 94085
USA
shoretel.com

+1 (800) 425-9385 Toll Free
+1 (408) 331-3300 Tel
+1 (408) 331-3333 Fax

EMEA
Inspired
Easthampstead Road
Bracknell, RG12 1YQ
+44 (0) 1344 208800 Tel

APAC
8 Temasek Boulevard#41-03
Suntec Tower 3
Singapore 038988
+65 6517 0800 Tel

