

ShoreTel Web Dialer



IMPROVE YOUR TEAM'S DIALING ACCURACY AND CALL TIMES

The ShoreTel Connect Web Dialer feature provides one-click dialing to any telephone number displayed in a Microsoft Internet Explorer or Firefox browser window, taking the time and effort out of dialing when working online.

The ShoreTel Web Dialer is a feature of the ShoreTel Connect business phone system. It's an easy-to-use application that raises productivity quickly for anyone who makes lots of calls.

Flexibility for telesales and knowledge workers

Businesses that rely heavily on the Internet for telesales, research, materials sourcing and customer care find infinite uses for the ShoreTel Web Dialer application. For example, a simple spreadsheet can be saved as an HTML file, creating a directory that can be automatically dialed using the ShoreTel Web Dialer. It also can be integrated into Web-based CRM applications. The Context Menu Dialing feature lets users right-click and dial abbreviated internal extensions or numbers that appear in text boxes on forms.

Web developers can also create customized Web pages with hot-linked text and graphics that dial designated phone numbers when clicked.

All users enjoy the convenience of the ShoreTel Web Dialer's bookmark function, which speeds navigation to frequently browsed pages.

Productivity that enhances the bottom line

The ease of use that the Web Dialer enables directly translates into productivity gains and bottom-line savings. This simple, yet powerful, feature eliminates incorrectly dialed numbers and saves seconds every time a user makes a call. This adds up to hours every year, per employee – a significant amount of time when multiplied across the number of staff making outbound calls.

BENEFITS

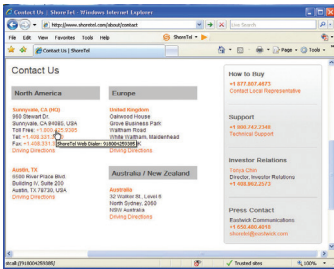
- Automatically highlights phone numbers on every Web page browsed using Microsoft Explorer or Firefox
- One click dials the number
- Runs transparently until the application is turned off
- Supports a variety of number formats, including international numbers



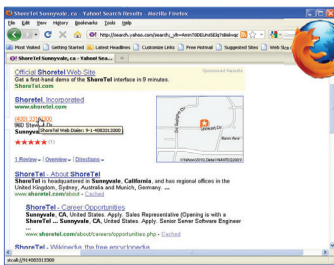
Works with ShoreTel Connect
ONSITE



Works with ShoreTel Connect
CLOUD



Web Dialer control shown in Internet Explorer



Web Dialer control shown in Firefox

Technical notes

Operation

- The ShoreTel Web Dialer application uses a Microsoft Telephony Application Programming Interface (TAPI) connection from the Web page to the ShoreTel Communicator (formerly ShoreTel Call Manager), highlighting and underlining every external phone number on any HTML page. The TAPI connection allows users to dial the highlighted number by clicking on it.
- The ShoreTel Web Dialer application uses fuzzy logic to determine whether a string of digits represents an external phone number, but it may occasionally fail to recognize phone numbers that have atypical formats.
- Phone numbers displayed as images are only highlighted if the Web developer has created a custom page with predefined phone number links that connect to the ShoreTel Web Dialer application's underlying technology.
- Web pages that restrict modification, by nature of their design, will block integration with the ShoreTel Web Dialer application.
- Numbers that are displayed as alpha numeric strings (for example 1-800-BUY-STUFF) cannot be dialed using this application.

Requirements

- Microsoft Internet Explorer Version 6.0 or higher or Mozilla Firefox Version 3.0 or higher
- The ShoreTel Connect app must be installed for the feature to function; does not need to be running
- Microsoft .NET Framework Version 2.0 runtime. If this is not installed, the ShoreTel installation program will direct the user to the Microsoft Web site for installation.
- ShoreTel 6.1 or higher

Availability

The ShoreTel Web Dialer application comes bundled with ShoreTel Connect product and service plans, and is available for order from authorized ShoreTel resellers and distributors in North America, United Kingdom, Germany, and Spain.

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.

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