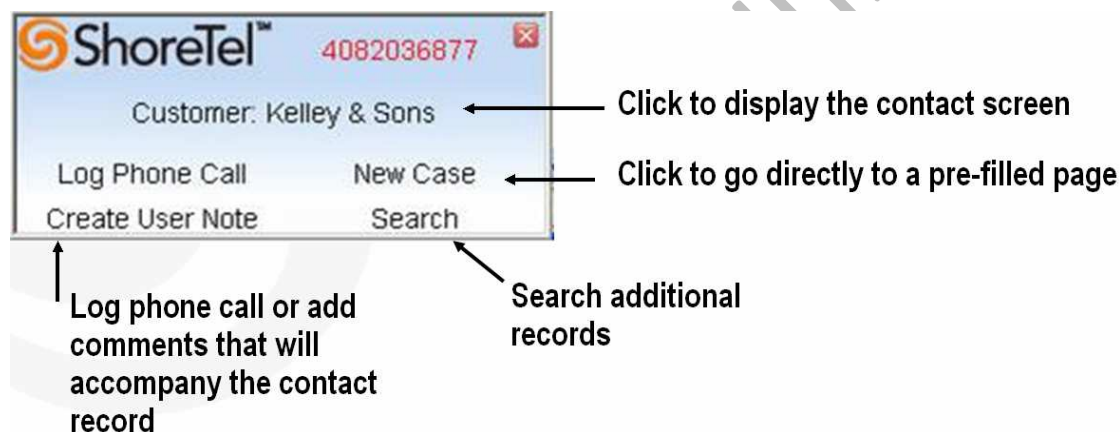


Dear Teledata Customer,

If you want to enhance employee productivity, shorten response times, encourage collaboration, improve handling of new accounts and boost the ROI of both your IP phone system and CRM system, what better way than to give your users all the customer information they need at their fingertips?

In June 2007, ShoreTel announces seamless integration with an industry leading CRM package, [NetSuite®](#), making the combined power of voice and data that much easier for enterprises.

By bringing together the power of ShoreTel and the NetSuite Web-based database of customer records, companies will be in a much better position to handle their critical customer communications.



In addition to increased employee productivity, the ShoreTel NetSuite Integration also gives companies more leverage over their investments in ShoreTel and NetSuite technologies, driving up the return on investment. By packaging this application so that it works "out of the box" ShoreTel gives companies the opportunity to quickly and easily realize the power of application integration.

NetSuite Integration deployments are easy to install and intuitive to use ensuring a smooth transition into daily business operations. Once installed, the ShoreTel NetSuite Integration is truly seamless so that companies can realize the added benefits without changes to established procedures, roles, workflows, or processes.

The NetSuite screen comes up with pertinent contact details already filled in to reduce errors and speed the process.

Case

Custom Form: Standard Case Form

Subject: [Empty]

Number To Be Generated: [Empty]

Incident Date: 2/22/2007

Incident Time: 9:16 am

Company: Academy Avenue Liquor Store

Contact: Academy Av...ohn Smith

E-mail(s): jsmith@academyliquor.com

Phone: (203) 555-1212

Product: [Empty]

Module: [Empty]

Item: [Empty]

Issue: [Empty]

Status: Not Started

Inactive:

Priority: Medium

Origin: [Empty]

Type: [Empty]

Assigned To: [Empty]

Help Desk:

Email Employees: A Wolfe, Amy Nguyen, Angela Smith, Anne Sullivan

Help Desk Case Type: [Empty]

Inbound Email Address: [Empty]

Buttons: Save, Reset, Close

With CRM at the core, key benefits of the solution include the ability to:

- Create a seamless transition between the ShoreTel phone system and the NetSuite application.
- Enhance productivity by automatically linking calls to existing customer account records.
- Improve handling of new accounts by providing new customer creation options from the pop-up window.
- Encourage collaboration with other agents by making it easy to attach call notes to customer records.

**“ShoreTel’s integration with NetSuite saves [our] employees’ time by automatically pulling up contact forms or records the way each employee needs them. Now record duplication from mistyped phone numbers is eliminated, and employees can focus on callers instead of manually pulling them up in NetSuite.”**

*—Miguel Zuliani, Finance and Accounting Manager for Dust Networks*

Please click [here](#) if you would like to see a real-time demo of this application.



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