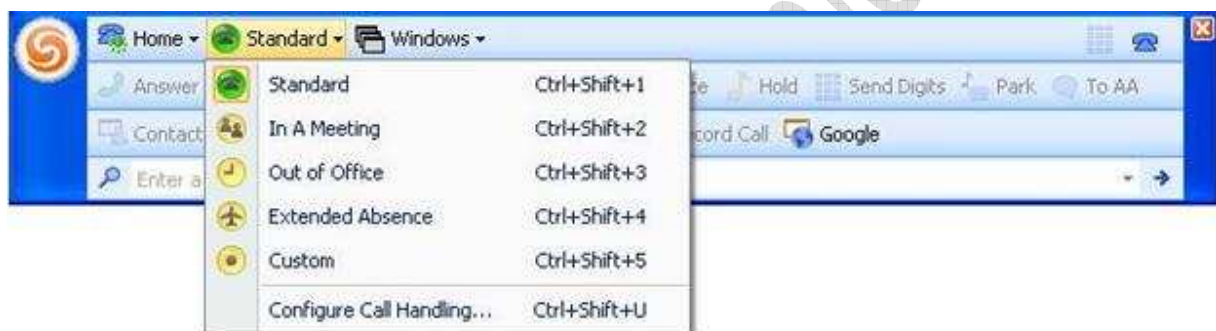


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Did you know?

The ShoreTel system allows you to choose how you want your *calls handled* when you're at your desk, in meetings or even out of the office. This feature can be accessed on the phone itself or through your Personal Call Manager (PCM).



Quick access from PCM

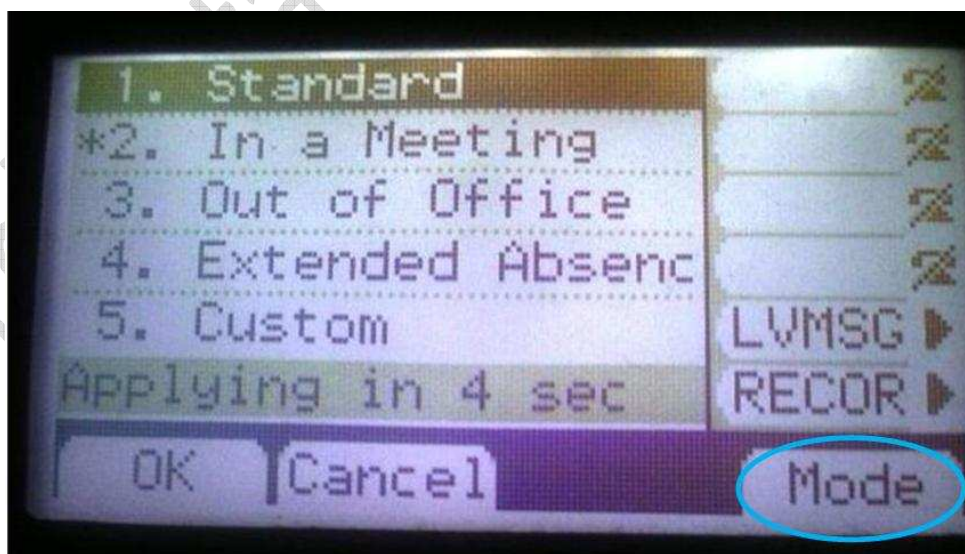
You're a busy person. For example, your morning starts at 8 o'clock and you're free to take calls. Two hours later, there's a company meeting that you need to attend. With the ShoreTel system, you now have the option to place yourself in a pre-defined mode stating your current status as "In a Meeting". Included with this feature, you are able to create a custom, personal greeting informing incoming callers and staff of your status and when you may become available.



Quick access from system tray icon

Another two hours later, you decide to meet a client for lunch. You also have a pre-defined option of "Out of Office" to display your status while you're away. As with "In A Meeting", you can create a custom greeting letting others know you are away from your desk and when you may return.

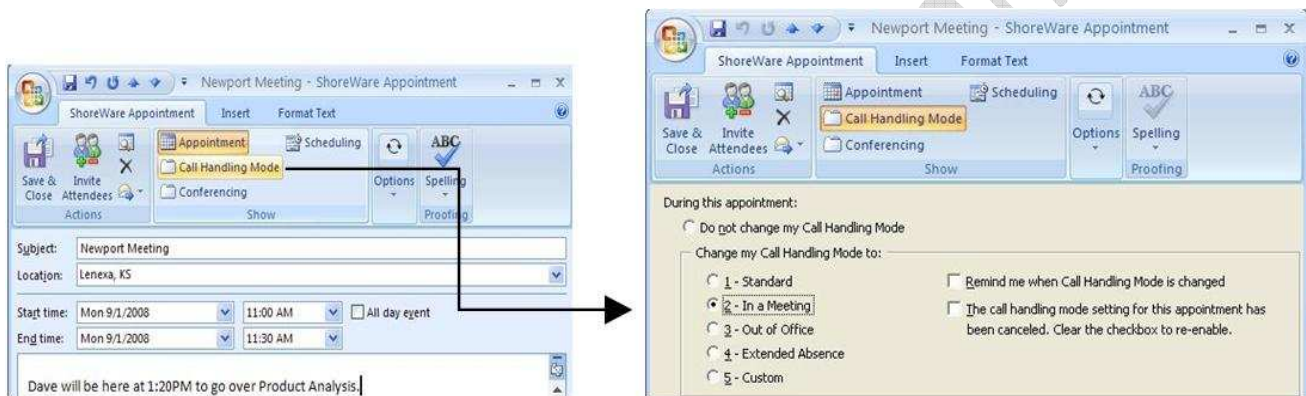
But what if you don't want to miss any of your best clients while you're away at lunch? Within the Options menu of PCM is the ability to allow callers to press the number 1 during your voice mail recording to reach you at an external destination that you predefine. This can aid in creating a better sense of trust between you and your clients now that they can contact you anytime with only one phone number.



Change call handling modes via the Mode button on your phone

With call handling modes, calls can be handled in a manner that will make you, as well as company staff, look more professional. In the case of Extended Absence, you may want all calls to go straight to voicemail, or anyone who presses the number 1 within your voicemail to be transferred to your cell phone in case of emergency. It is also a great way to keep others informed of your status, giving a more personal approach to each call received.

In the case of an operator, a call may come in from the main number that is meant for you. He/she will be able to see that you are away from your desk for the day or week and knows someone else who can assist. Now, instead of putting the issue on hold for a whole day or week until you return, the issue was resolved quickly and efficiently and the caller is happy.



You can even change your call handling modes in Outlook Calendar based on date and time

With Outlook integration built-in to the ShoreTel system, it is now easy to assign automatic call handling modes to specific appointments in Outlook Calendar. This will save you time by not having to remember to change modes whenever an appointment, that requires you to change modes, starts or ends. This means that you can be away from your desk, in a meeting and once your meeting ends at the 2pm time you specified on your calendar, your mode will change allowing you to be contacted again.



Change call handling modes remotely via your ShoreTel voice mailbox

Lastly, you can also change your call handling mode via your ShoreTel voice mailbox. You can call into your mailbox in the same manner that you call in to retrieve messages, but select number 7 (mailbox options), then select number 2 (call handling modes), and select modes 1 through 5.

For assistance with this feature, please see your system administrator.



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