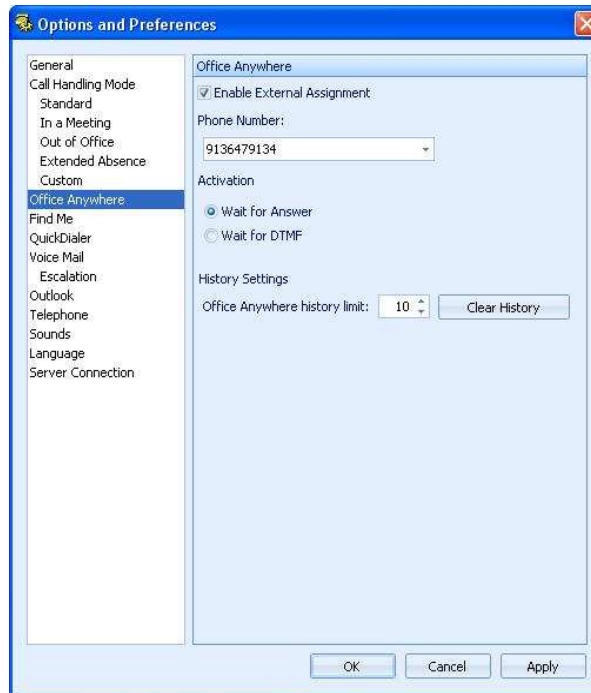


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Did you know?

The ShoreTel system, since ShoreTel 6, has offered *Office Anywhere*: a service that lets you use, with proper permission, the Personal Call Manager (PCM) to assign your office extension to an external phone. This provides a more reliable home office environment than soft or hard IP phones that use the Internet for voice conversations. In contrast, Office Anywhere leverages the reliability of the PSTN for voice, and the speed of DSL or cable modem connections for desktop call control, unified messaging, and other applications.

We find that many of our clients have shared Internet connections that are both bursty in nature and during certain times of the day, unreliable. For example, voice conversation may be fine in the early morning, but once the afternoon rolls around, people arriving home from work or school may begin to surf the net, send emails or play online games, which can seriously affect voice quality. To alleviate for this, Office Anywhere allows you to utilize your internet connection for desktop call control, unified messaging and other applications while allowing you the option to utilize the PSTN/cellular network for voice. Office Anywhere really does give you the best of both worlds.



Office Anywhere enables seamless participation in workgroups, hunt groups, and contact centers, and is an excellent solution for remote ACD agents and after-hours support. Managers can even access productivity reports for remote agents as if they were present in the office. Office Anywhere also provides enterprises with a cost-effective way to pull small branch locations and home offices into the VoIP fold: It is an integrated feature of ShoreTel 6 and does not require any additional software license, equipment purchase, or infrastructure upgrade.

For example, you are getting ready to meet a client away from the office, yet you want all calls bound for your desk phone to seamlessly hit your mobile. You would enable External Assignment via Tools, Options, and Office Anywhere in PCM. You would then decide which phone you want to use (in this case mobile) and assign its respective number under the Phone Number box. After applying the change, your mobile phone is now dedicated as your desk phone for any incoming calls originating from the ShoreTel system.



But how does Office Anywhere differ from Auto Find Me?

When you receive an incoming ShoreTel call via Auto Find Me and the caller needs to be directed to another department or extension your only option is to tell the person to hang up and redial the office which may be cumbersome and unprofessional. With Office Anywhere, when you receive an incoming ShoreTel call and the caller needs to be routed to another department or extension then you would just hit ** and then the extension for seamless transfer. If your organization allows VPN connections, you also have the ability with Office Anywhere to remotely install PCM via your internet browser. After installing PCM on the desired PC, anywhere you have internet access, you will be presented with incoming call information for ShoreTel calls, as well as provided the same abilities of PCM as if you were physically at your office desk.

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



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