

# ShoreTel Sky for Auto Dealerships

ShoreTel understands that the needs of automobile dealers are different than those of other enterprises. That's why there's no such thing as a generic solution from ShoreTel. Our solutions are based on in-depth knowledge of the issues that face automotive retail professionals.

Automobile dealers face a complex set of challenges including; volatile consumer demand, changes in lending practices as well as significant competitive pressure. ShoreTel works with our clients to deploy a comprehensive set of solutions designed to meet these unique challenges.

Dealership management is complex and involves integrating information from many operational areas. ShoreTel clients are able to develop a holistic view of the organization with useful metrics that help evaluate service levels, staffing requirements and marketing campaign success. The ShoreTel system accommodates this with robust and flexible reporting and an open platform for integration with other applications.

## Beyond the dial tone

ShoreTel for Automobile Dealerships includes the following:

- Customizable call routing tools configured for you by industry experts
- Personal Find Me/Follow Me Controls that enable use of cell phones without giving out cell phone numbers
- Integration of multiple locations on a single system with free upgrades and no maintenance fees
- Robust metrics for understanding operational needs
- Presence monitoring with visibility of all agents from anywhere
- Voice/application integration into most auto industry focused CRM applications

- Embedded online tools to simplify administration
- Online voice mail management
- Multilingual applications

When you invest in a phone system, you are buying more than dial tone and voicemail. With ShoreTel you are getting useful information and an entire team dedicated to your success. Every call is important, so you probably want to focus on the phone call, not the phone system. Contact a ShoreTel auto industry expert today for a free organization impact analysis.

## Call coverage

Every call is important. Utilize all of your resources with flexible teams and seamlessly distribute calls across offices or departments when needed.

## Flexibility

With customizable "Find Me/Follow Me" controls, your sales team can utilize cell phones without giving personal contact information. This means you retain the control over the calls, even if the sales rep leaves the dealership.

## Training

Bring new reps up to speed faster and improve performance by monitoring calls using eavesdrop, whisper and barge tools from any location.

## Integration

With voice application integration into your CRM application, client information becomes immediately available when the phone rings.

## Continuity

In the event of an emergency, easily re-route calls to another office, remote location or cell phones. Get voice mail alerts and transcriptions so you can return calls quickly.

---

## About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit [shoretel.com](http://shoretel.com) or [shoretelsky.com](http://shoretelsky.com)



WORLD HEADQUARTERS

960 Stewart Drive, Sunnyvale, CA 94085 USA. [shoretel.com](http://shoretel.com) and [shoretelsky.com](http://shoretelsky.com)

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

+1 (646) 230-5000 Tel. +1 (646) 230-5001 Fax for ShoreTel Sky

+800 408 33133 Freephone +44 (1628) 826300 Tel.

EMEA  
ASIA PACIFIC

+61 (0)2 9959 8000 Tel.

