



SPECIFICATIONS

ShoreTel Sky for the Staffing Industry

ShoreTel understands that the only industry that matters to you is your industry. That's why there's no such thing as a generic solution from ShoreTel. Our solutions are based on in-depth knowledge of the processes that drive the staffing business.

Staffing firms need to develop and manage client relationships, maximize resource utilization and improve operational efficiency. ShoreTel for Staffing is a comprehensive set of solutions designed to meet the unique challenges of staffing organizations.

Today, the key to success in staffing is flexibility. Winning companies will be able to reorganize teams around service specialties and not be limited by geography. They will be able to expand or contract as conditions demand without damaging their market presence. And most importantly, they will provide an outstanding and consistent customer experience.

Beyond the dial tone

ShoreTel for Staffing includes the following:

- Real time business intelligence reports to measure agent productivity
- Consolidated management of multiple locations with web based tools
- Embedded online tools to simplify administration
- Personal Find Me/Follow Me Controls
- Plug and play remote worker capabilities to attract and retain top agents
- Customizable call routing tools configured for you by industry experts
- Online voice mail management
- Voice/CRM integration into most recruiting focused CRM applications
- Presence monitoring with visibility of all agents from anywhere

"That which gets measured, improves."

When you invest in a phone system you are buying more than dial tone and voicemail. With ShoreTel you are getting useful business information and an entire team dedicated to your success. Every call matters to your business so you should be focused on the phone call, not the phone system. Contact a ShoreTel staffing industry expert today for a free business impact analysis.

Call coverage

Every call is important. Utilize all of your resources with flexible teams focused on targeted industries and seamlessly distribute calls across offices or remote agents.

Unity

Simplify and make your customer and client experience more consistent with four digit dialing between offices. Simplify the employee experience with hoteling. Just log in from any phone and go.

Training

Improve agent performance through enhanced training using eavesdrop, whisper and barge tools from any location.

Business 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.

"As we transformed our business from being organized by geography to being organized by specialized practice area, we needed a service that enabled seamless communication for our customers. ShoreTel's communication technology and service helped us achieve this goal."

Ann Webster,
President of North American Staffing,
Aquent

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 or shoretelsky.com



WORLD HEADQUARTERS

960 Stewart Drive, Sunnyvale, CA 94085 USA. shoretel.com and 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.

