

ShoreTel Sky Call Conductor

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Engineered Excellence – The Heart of Your Hosted VoIP Solution

The most reliable VoIP phone system on the planet

Not all cloud based VoIP phone solutions are the same. Most service providers utilize core technology that is developed and maintained by a third party. We started this way, but our clients wanted more – so in 2007 we launched our own platform. Call Conductor is the heart of our [cloud phone solution](#) and is engineered to be the most reliable voice over IP solution on the planet.

Our technology takes advantage of the [power of cloud computing](#) to tailor the [user experience](#) for our unique market of customers: companies who put a premium on sales and service and consider the phone a strategic part of their business. It allows us to integrate more tightly to other business applications and to have granular data measuring everything we manage. We rely heavily on direct customer input to enhance and continually improve Call Conductor, and we are not beholden to a third party juggling multiple priorities.

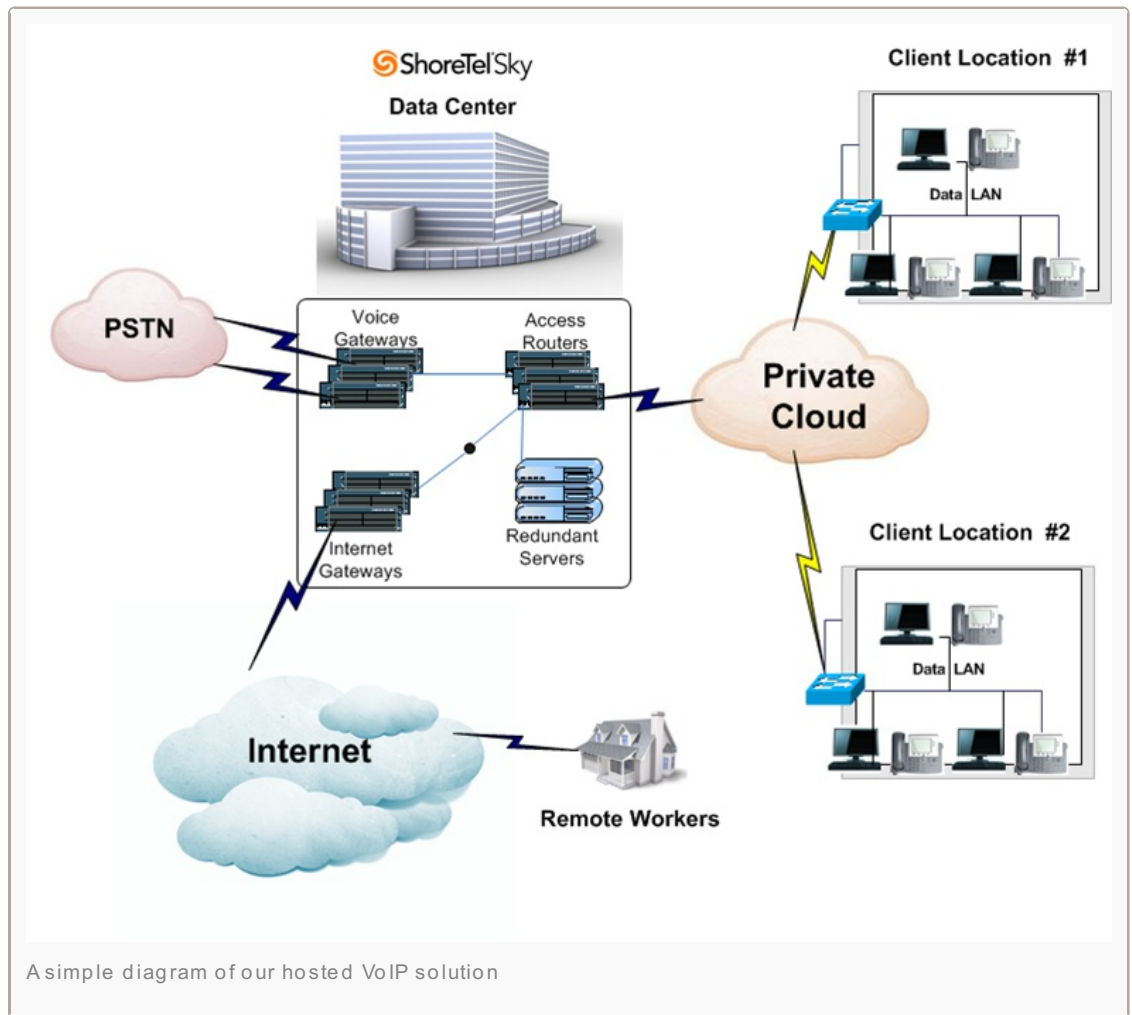
- **Flexible** – Your business is always changing, and your hosted [business VoIP solution](#) should be able to keep up. ShoreTel Sky's Call Conductor gives customers the flexibility to change their phone experience as business conditions demand.
- **Reliable** – You take responsibility for your products and services; shouldn't your phone company? ShoreTel Sky is a cloud-based VoIP solution built to track every key press and call to allow us to measure and manage the whole experience from call quality to call flow.
- **Adaptable** – Any vendor can list the features that their solution provides today, but what about the features that emerging technology will make possible in the future? ShoreTel Sky's infrastructure makes it possible for us to leverage new ideas without requiring hardware upgrades.
- **Integrated** – Our Call Conductor software facilitates [integrations](#) with other applications like our Contact Center and popular CRM solutions.

How our Solution Works

Commitment to quality

As an enterprise-class VoIP solution, ShoreTel understands that business demands data integrity, application reliability and physical safeguards. The ShoreTel Sky goal of eliminating all single points of failure is the reason for our investment in several levels of redundancy to maximize uptime for your business. ShoreTel Sky utilizes:

- Redundant, highly available and load balanced system hardware.
- A range of Tier1 voice and data providers, affording significant redundancy and enhanced call completion and data connectivity capabilities.
- Daily off-site backup of customer configuration data.
- Connectivity with individual telephone and data carriers that spans multiple locations. If connectivity to one location is lost, calls will be rerouted to another location.
- A support and technical workforce that is distributed around the world to ensure agent/technical resource continuity.
- System and server virtualization used to quickly restore to new hardware in the event of a failure.
- Multiprotocol Label Switching (MPLS) which can be utilized as a customer-connectivity strategy that allows for fail over.
- A multiple disciplinary team of ShoreTel Sky engineers and operations professionals to review our threat assessment and disaster recovery protocols.
- A blend of Session Initiation Protocol (SIP) and traditional Time Division Multiplexing (TDM) to maximize completion of calls.



We are proud of our record for reliability and publish our performance publicly, glitches and all, on trust.shoretelsky.com.

[Have us contact you today](#) to find out more about how moving your phone system to our hosted and managed VoIP solution can improve your business.

Helpful Resources

- [Full list of phone system features](#)
- [Frequently Asked Questions](#)