

ShoreTel Connect CLOUD Service Plans



SHORETEL FLEXIBILITY MAKES ORDERING CLOUD SERVICES EASY

ShoreTel Connect CLOUD service plans offer a variety of unified communications tools and options—choose the right combination for your business needs

Convenient and Cost-Effective

Every business has unique communications needs. ShoreTel Connect CLOUD phone system and UC features are packaged in three different service plans, so you can subscribe to exactly the mix of features that your company needs. ShoreTel gives you the flexibility to mix and match service levels, so you can adapt to changing business demands as they arise.

Essentials includes all business telephony call handling features plus key UC features like instant messaging, presence, video calling, conferencing, web sharing and online meetings.

Standard includes additional features for supervisors, managers, and sales and service teams, including expanded conferencing capacity; the Connect mobility app that delivers

full UC capability to mobile devices; voicemail to text transcription; and integration with Salesforce or similar CRMs.

Advanced increases conferencing and web sharing capacities for power users, and adds recording, archiving and operator features for advanced call handling capability.

Add, reduce, upgrade, and change service plans as you need. It's easy to self-provision through the ShoreTel Connect Portal management dashboard. And as your organization grows, you can easily add users to the plans that align with their individual roles.

Doing business with ShoreTel has always been easy. With ShoreTel Connect CLOUD service plans, we've made it even more brilliantly simple.

BENEFITS

- Self-provision service levels through ShoreTel Connect Portal
- Mix and match levels, buying just the services you need
- Change service levels to adapt to business demand as they arise
- All levels include all business telephony features and great customer service
- All service levels integrate with a la carte applications like ShoreTel Connect CLOUD Fax and ShoreTel Connect CLOUD Interaction Center

Feature	Essential	Standard	Advanced
Direct dial	✓	✓	✓
Minutes per month ¹	Unlimited	Unlimited	Unlimited
PBX features	✓	✓	✓
ShoreTel Connect Portal	✓	✓	✓
ShoreTel Connect desktop app	✓	✓	✓
Voicemail	✓	✓	✓
Audio conferencing	8-Party	25-Party	100-Party
Desktop sharing	4-Party	25-Party	100-Party
Instant messaging	✓	✓	✓
Presence	✓	✓	✓
Video calling	✓	✓	✓
Softphone	✓	✓	✓
Outlook® integration	✓	✓	✓
Web & app dialers	✓	✓	✓
Find me, follow me	✓	✓	✓
ShoreTel Connect mobility app	-	✓	✓
Voicemail transcription	-	✓	✓
Salesforce® integration	-	✓	✓
Call recording	-	-	✓
Archiving	-	-	✓
Operator	-	-	✓
Internet fax	✓ ²	✓ ²	✓ ²
Multi-modal contact center	✓ ²	✓ ²	✓ ²

1 Domestic Outbound calls

2 ShoreTel Connect CLOUD Fax and ShoreTel Connect CLOUD Interaction Center are purchased separately

Not all product features may be available at time of product introduction. ShoreTel is under no legal obligation to deliver any future products, features, or functionality within any specified timeframe.

Want to know more?
Talk to an expert.

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ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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