

ShoreTel Unifies With ShoreTel Connect

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ShoreTel presents a single platform and user interface for cloud, onsite or hybrid communications-- ShoreTel Connect, a unified communications system to unite groups and adapt to individual preferences.



According to the company ShoreTel Connect simplifies the deployment, management, scaling and security of phone systems. As a single platform and UI it can be configured in multiple ways, fitting with individual company growth and business models.

Customers can deploy ShoreTel Connect in 3 ways-- ONSITE (end-to-end UC customers own, maintain and control), CLOUD (fully hosted and managed end-to-end UCaaS solution) or HYBRID (delivers applications such as ShoreTel Fax and ShoreTel Scribe via cloud).

Shoretel says the system handles personalised call handling and call routing, advanced collaboration tools (instant messaging, audio and web conferencing, point-to-point video and desktop sharing) and mobile device integration. CRM system support includes Salesforce, Zendesk, Microsoft Dynamics CRM, Desk.com and NetSuite.

"Whether you prefer to subscribe to a managed cloud service, invest in an onsite system, or deploy a combination of the two, there is a single UC solution that delivers the same user experience and outstanding capabilities to the entire team," the company says. "ShoreTel Connect removes complexity and frees up resources, allowing customers to focus on their core business and not on the technology."

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