



# ShoreTel<sup>®</sup> SUMMIT

## BRING YOUR COMMUNICATIONS IDEAS TO LIFE

Summit's true CPaaS architecture puts you in control to connect with customers in ways you've always wanted.

ShoreTel Summit makes it easy to differentiate your business with custom communications solutions. With Summit, you no longer need to run your business based on what your software can do, but on what you want to do. We provide you with all the tools you need to obtain solutions that fit your preferred processes, improve your customer experiences or empower you to launch "the next big thing."

Interacting with your customers, your way, has never been easier.

Set your company apart with communications apps that deliver personalized customer experiences while enhancing productivity. Build, integrate and extend voice and SMS capabilities into your current solutions and everyday workflows or create new standalone apps to address unique business needs.

Here are a few app ideas to get you thinking — we'll let your imagination do the rest:



### **PAYMENT PROCESSING**

Notify customers of upcoming due dates and provide them with convenient ways to pay their bill.



### **SYSTEM ALERTS**

Mitigate risks and stay proactive with policy and account updates, fraud alerts and system outages.



### **TWO-FACTOR AUTHENTICATION**

Leverage our voice and SMS frameworks to generate unique codes and ensure logins and transactions are secure.



### **STAFF SCHEDULING**

Broadcast open shifts, send shift reminders, and allow employees to confirm availability with two-way SMS.



### **ACCOUNT MANAGEMENT**

Allow customers to access account information, place orders, activate services and search for nearby locations.



### **NOTIFICATIONS & SURVEYS**

Send customers confirmations, reminders, wait times, delivery updates and marketing promotions. Gain feedback with surveys and polls.

## Robust Functionality, Simple Management

Simplify your customer service efforts and manage your apps with ease. Summit pairs ShoreTel's proven telephony expertise with developer-friendly tools and cloud APIs so its fast, easy and cost-effective for you to build apps that move business forward.

### ✓ PERSONALIZE CUSTOMER EXPERIENCES

Summit's ability to process advanced logic makes it easy to personalize your customer interactions with unique messaging and call routing.

### ✓ EVOLVE WITH YOUR BUSINESS

Easily modify apps as your needs, regulatory requirements or customer base changes, ensuring the right solution today and for the future.

### ✓ SEAMLESS INTEGRATIONS

Integrate voice capabilities like queues and IVRs as well as SMS into your CRM, help desk, survey tools, website or other key systems.

### ✓ REDUCE MANUAL WORK

Automate common customer activities and streamline workflows with call scheduling, data processing and more.

### ✓ USAGE-BASED PRICING

Build apps on the fly with minimal-to-no costs and low voice and SMS traffic rates.

## Features at a Glance

- Carrier-class network
- Compliance support for HIPAA, PCI and SOX
- Call recording
- Full backend hosting
- Call routing & scheduling
- Multi-lingual support
- Text-to-speech
- Worldwide DID's & SMS
- Full programming language
- Documentation & APIs
- Low latency

## Development Options

Get started today with your development team by creating an account at [summit.shoretel.com](https://summit.shoretel.com). Don't have in-house developers or want your developers to focus on core business objectives? No problem. ShoreTel's network of Summit Solution Partners are ready and waiting to help you build the app of your dreams. **Contact us and we will help you to determine the best fit.**

### ShoreTel. Brilliantly simple business communications.

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

Copyright © 2016 ShoreTel. All rights reserved. The ShoreTel logo and ShoreTel are registered trademarks of ShoreTel, Inc. in the United States and/or other countries. All other copyrights and trademarks herein are the property of their respective owners. Specifications are subject to change without notice.