



ShoreTel Distributed Architecture

ShoreTel has designed this fully distributed Unified Communications (UC) system based on a unique and innovative architecture that is purpose-built with no single point of failure. The ShoreTel distributed architecture incorporates a switch-based hardware platform that makes each switch and site an independent call processor which continues to operate seamlessly in the event of wide area network (WAN) failure. Unlike other solutions, all servers can be disconnected from the ShoreGear® switches and the ShoreTel phone system will continue to place and receive calls.

Voice applications, including voicemail and automated attendant, run on standard server hardware from anywhere on the IP network. The result is a single-image system across all geographies with complete feature transparency and integration of all PBXs, voicemail systems, automated attendants, and Automatic Call Distribution (ACD) systems.

Best-in-class UC system components

ShoreGear IP Voice Switches:

- Highly reliable and intelligent
- Enterprise friendly with support for both IP phones and analog devices
- Simple, failover "N+1" form of redundancy is cost effective

ShorePhone™ IP Telephones:

- Ergonomically designed and intuitive
- Superior sound quality
- Automatically configured when added to the network for installation ease

ShoreWare® Director System Management:

Central management from a single browser-based interface

ShoreWare System Monitor:

Continuous network monitoring for proactive performance resolution

ShoreWare Call Manager UC end user application suite:

- ShoreWare Personal Call Manager
- ShoreWare Professional Call Manager
- ShoreWare Operator Call Manager
- ShoreWare Mobile Call Manager

Contact Center and Converged Conferencing:

- Basic entry-level to feature-rich, formal contact center solutions
- Ability to conduct large audio conferences and share desktop applications

Specialized business applications:

- ShoreTel Salesforce.com Call Center Adapter
- Microsoft Dynamics CRM Integration
- E911 Notification
- ShoreTel NetSuite Integration
- Legal and Professional Cost Recovery Integration
- ShoreTel Web Dialer

Distributed Architecture Diagram

