

ShoreTel Sky Scribe



CHECK PHONE MESSAGES QUICKLY AND EASILY WITHOUT DIALING IN

ShoreTel Sky Scribe is a robust example of unified messaging, as it provides cross-platform functionality that adds efficiency and convenience to every user.

The ShoreTel Sky Scribe service transcribes voice messages received by a ShoreTel phone system user and sends the text, along with a WAV file, to a specified e-mail address.

ShoreTel Sky Scribe enables the ability to visually review voice mail and save the text file for archival purposes. Caller information is provided as part of the transcription process, and the audio file is attached to the email as a WAV file for playback.

ShoreTel Sky Scribe features

- Receive and read voicemail on mobile phones, compatible portable devices and/or email.
- ShoreTel Scribe makes searching for voice messages as easy as searching for an email.
- Important numbers, names and addresses are easy to find, easy to access and easy to archive.

ShoreTel Sky Scribe requirements

ShoreTel Sky Scribe requires the following for user activation:

- Email address: POP3, IMAP
- ShoreTel Voicemail account
- Sound card to support .wav files

BENEFITS

- Access voice mail in the way most convenient for you
- Search voice message content by searching your email for key words, caller names, dates, etc.
- Forward message content to others quickly and easily
- Add message transcriptions to CRM applications for customer tracking

| Feature | ShoreTel Sky systems | ShoreTel Hybrid systems |
|--|----------------------|-------------------------|
| Receive and read transcribed voicemail | ■ | ■ |
| Manage voicemail message | ■ | ■ |
| Listen to voicemail .wav audio file | ■ | ■ |
| Manage voicemail deletion | ■ | ■ |
| Manual transcription request | ■ | ■ |
| Phone numbers and message content | ■ | ■ |

ShoreTel Sky Scribe activation and management

ShoreTel Sky Scribe can be activated and managed by authorized administrators (“Decision Makers”) through the ShoreTel Sky Portal. Within the portal the Decision Maker can navigate to the company’s phone system add-on features screen to activate the scribe service for specific users.

ShoreTel Sky Scribe for ShoreTel Hybrid systems

ShoreTel Sky Scribe is available to ShoreTel Premises systems via the ShoreTel Hybrid platform and gives onsite systems the benefits of this integrated scribe service for a simple monthly fee.

Want to know more?
Talk to an expert.
Visit www.shoretel.com/findareseller

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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