

# ShoreTel Finance



## SHORETEL FOR COMMUNITY BANKS

Brilliantly simple communication & collaboration enhance the customer experience – you can bank on it

### Let our assets build yours

With the advent of mobile banking and electronic commerce, customers have come to expect swift, accurate transactions. And when they need to contact a bank employee, they have the same high expectations for speed, accuracy and ease. Don't risk jeopardizing a valuable customer relationship with a poor service experience.

Research shows that if you can direct customers to the right call center resource correctly the first time, you reduce traffic costs and increase customer satisfaction. Implementing an IP PBX with advanced unified communications features can delight and empower your customers at every touch—it's a key way to differentiate your bank from other financial service providers.

### Powerful features for powerful impact

ShoreTel offers the most comprehensive and cost-effective unified communications solutions available in the market today--from enterprise contact centers spanning multiple locations, to mobility solutions that connect teams via smartphones and tablets, to fully hosted subscription phone services in the cloud.

With ShoreTel as your business phone provider, you'll be able to offer customers self-service options that can give them the answers they need, faster. You'll have flexible, intelligent IVR and auto attendant features with call routing, queuing and messaging options that can be easily adapted to accommodate variable hours, staffing and call volume levels.

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#### WHAT CUSTOMERS SAY:

"We wanted a system that was easy to manage, would reduce our long distance charges between branches, and would provide simplified management. ShoreTel's VoIP solution met those requirements."

DAN ELLIS  
Chief Financial Officer  
American Community Bank

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#### WHAT CUSTOMERS SAY:

"Communication is essential in any relationship. The tools we use to communicate with customers are crucial for our success. When customers call, the ShoreTel system makes it very easy to find the right person the first time."

BRODY WALKER  
Vice President and IT Manager  
First Security Bank

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**READ WHAT OUR CUSTOMERS SAY ABOUT SHORETEL FOR FINANCE**
[1st Security Bank](#)[American Community Bank](#)[CB&S Bank](#)[Community Bank & Trust](#)[First Security Bank](#)

The ShoreTel Unified Communications Platform is more than just an IP Phone system; it's a robust and sophisticated information center that unifies phone, email and voice messages, streamlines workflow, and increases efficiency. With fundamental contact center functionality built right in, the phone system ensures that customers will reach the right contact, every time.

### The ShoreTel difference

Here's why community banks trust their investment in a ShoreTel phone system:

- **Easiest to deploy, manage and scale:** ShoreTel's unique distributed architecture is plug-and-play easy to deploy on our solid-state voice switches or virtualized on your servers. And for speed to deployment, nothing beats ShoreTel Sky's cloud phone service delivery.
- **Unsurpassed multi-site expertise:** No matter how you mix-and-match equipment or locations, system administration via a simple "single-image" browser-based interface manages your entire ShoreTel system. Phased roll-outs easily integrate with pre-existing phone systems.
- **Integrated business intelligence:** ShoreTel integrations with advanced CRM, call accounting and ERP applications amplify business process effectiveness by giving service reps quick access to account history and transaction information.

- **Productivity and efficiency gains:** Instant messaging, presence, conference calling and desktop sharing erase distances between branch offices. Enterprise Contact Center manages multichannel email, fax, phone, chat and outbound communications through a single agent interface and gives supervisors real-time measurement tools.

- **Unique survivability and availability:**

ShoreTel's distributed architecture provides 99.999% reliability by distributing intelligence across the entire system while voice switch appliances ensure you'll never lose dial tone. And ShoreTel Sky's redundant Network Operations Center assures cloud service continuity.

### Supports your top and bottom line

Whether you chose an on-premises or hosted IP phone system, ShoreTel helps increase bank revenue by providing top-level customer sales and service, and helps decrease expenses through dramatically reduced system maintenance expenses, least cost routing, voice trunk sharing and reduced travel costs due to improved communications performance.

Contact your ShoreTel representative for more information about our brilliantly simple unified communications phone systems.

Want to know more?  
Talk to an expert.

Visit [www.shoretel.com/findareseller](http://www.shoretel.com/findareseller)

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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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