

ShoreTel Finance



SHORETEL FOR CREDIT UNIONS

Brilliantly Simple communication & collaboration enhance the member experience – you can count on it

Let our assets build yours

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

Research shows that if you can direct members to the right call center resource correctly the first time, you reduce traffic costs and increase member satisfaction. Implementing an IP PBX with advanced unified communications features can delight and empower your members at every touch—it's a key way to differentiate your credit union 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 members selfservice 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.

WHAT CUSTOMERS SAY:

"The old PBX system limited our communications options and required us to factor in support and maintenance costs. With ShoreTel, deployment is easy and we have room to grow—we can add switches, extensions, entire branches simply and quickly."

COLLEEN JAKES
Dir. of Information Services
TopLine Federal Credit Union

WHAT CUSTOMERS SAY:

"The biggest benefits we have seen are how quickly we can add new branches and flexibility with call routing and handling. In addition, our staff enjoys leveraging the 'always on' presence feature when they are away from their desk, which has resulted in increased member satisfaction and productivity for staff."

JASON MACDONALD
Dir. of Information Technology
Central Minnesota Credit Union

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 members will reach the right contact, every time.

The ShoreTel difference

Here's why credit unions 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 credit union revenue by providing top-level member 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

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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