

FEATURE SUMMARY

ShoreGear™ Voice Switches

Telephone Features

Call barge in
Call conference (6-party)
Call forward, busy
Call forward, external
Call forward, no answer
Call hold
Call join
Call park/unpark
Call pickup
Call recording
Call stack (1-16 calls)
Call redirect
Call transfer, blind
Call transfer, consultative
Call transfer, intercom
Call transfer, mailbox
Call waiting
Caller ID name
Caller ID number
Caller ID blocking
Directory dialing
Distinctive dial tone
Distinctive ringing
E911
Group paging
Handsfree
Hot key pad
InstaDial
Intercom
Night bell
Message waiting
Missed call
Multiple line appearance
Music-on-hold
Operator ("0")
On hold reminder ring
Office Anywhere™
Outbound caller ID
Paging
Redial
Ring tone selection
Speed dial
Silent monitoring
Voice mail ("#")
Whisper page

Trunk types

Analog loop start
Analog wink start
T1 loop start
T1 wink start
T1 PRI
• NI2
• 4ESS
• 5ESS
• DMS 100
• QSIG
E1 PRI
• EURO-ISDN
• QSIG
SIP
• RFC 3261 - SIP
• RFC 2976 - SIP INFO
• RFC 3891 - SIP Replace
• RFC 3515 - SIP Refer
• RFC 2396 - URI
• RFC 2388 - DTMF

Trunk Features

ANI
Automatic trunk maintenance
Caller ID name
Caller ID number
Centrex flash
Dial-in prefix
Dial-out prefix
DID
Digit translation
DNIS
Network call routing
Network/User side PRI
Off-system extensions
Tandem trunking
Trunk groups

IP phone support

MGCP
VLAN (DHCP)
ToS/Diff Derv
UDP 5004 (patent pending)

DSP features

Dynamic echo cancellation
Dynamic jitter buffer
Lost packet handling
Voice compression
• Linear
• G.711
• ADPCM
• G.729a

System features

Account codes
Admission control
Backup auto-attendant
Bridge call appearance
Call permissions
Extension length (3-5 digits)
Fax redirection
Feature permissions
IP phone failover
Media encryption
Office Anywhere™
On-net dialing (1-7 digits)
Power fail transfer
PSTN failover
SMDI
SNMP

Hunt groups

Simultaneous hunt
Top down hunt
Single or multiple calls
per extension
Busy out group
Busy out extension
16 extensions max. per switch
8 groups max. per switch
Call forward busy
Call forward no answer
Scheduled modes

Note: Caller ID and Message Waiting on analog ports use FSK signalling. Analog trunks are only supported in the US and Canada.

ShoreGear™ Voice Switches

	ShoreGear-120/24	ShoreGear-60/12	ShoreGear-40/8	ShoreGear-T1	ShoreGear-E1
Telephones					
IP phones	120	60	40		
Analog phones	24	12	6		
Analog ports					
Universal	8	8	2		
Trunk-only (loop start)			2		
Telephone-only	16	4	4		
Digital trunks					
Digital trunk channels				24/23B+D	30B+D+F
Integrated CSU				•	•
Line and payload loop backs				•	•
Facilities data link				•	•
System					
Port capacity	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports
Switch capacity	200 switches	200 switches	200 switches	200 switches	200 switches
Front panel					
10M/100M Ethernet (RJ-45)	2	2	2	2	2
Analog	RJ-11, RJ-21X	RJ-11, RJ-21X	RJ-11, RJ-21X		
Audio input and output (mini)	•	•	•		
T1 / E1 (RJ-48C)				•	•
T1 / E1 monitor (RJ-48C)				•	•
Maintenance (DB-9)	•	•	•	•	•
Mechanical					
19" rack mount	•	•	•	•	•
Dimensions	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4cm x 36.3cm	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4cm x 36.3cm	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4cm x 36.3cm	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4cm x 36.3cm	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4cm x 36.3cm
Weight	9 lb / 4.1 kg	9 lb / 4.1 kg	9 lb / 4.1 kg	8 lb / 3.6 kg.	8 lb / 3.6 kg.
Power					
Input voltage, frequency	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz
Input current	2A max.	2A max.	1A max.	1A max.	1A max.
Consumption	63 W max.	41 W max.	25 W max.	18 W max.	19 W max.
Disappation	63 W max.	41 W max.	25 W max.	18 W max.	19 W max.
Environmental					
Operating temperature	0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C
Operating humidity	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing
Storage temperature	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C

ShorePhone™ Telephones

Specifications	IP 560 / IP 560g	IP 230	IP 212k	IP 110	BB 24	AP 100 (US and Canada only)
Functions						
Call appearance	6 (tri-color LEDs)	3 (Green LEDs)	12 (Tri-color LEDs)	1	24 (Tri-color LEDs)	1
Feature Keys	8 (Transfer, conference, hold, intercom, redial / history, voice mail, options, directory)	8 (Transfer, conference, hold, intercom, redial / history, voice mail, options, directory)	8 (Transfer, conference, hold, intercom, redial / history, voice mail, options, directory)	6 (Transfer, conference, hold, intercom, redial, voice mail)	N/A	8 (Hold, redial, goodbye, options, directory, history, copy, services)
Soft keys	4	4	2	No	N/A	6
Display	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	24 characters x 5 lines 120 x 35 pixels	13 characters x 8 lines 65 x 56 pixels	16 characters x 1 line 80 x 7 pixels	12 characters x 14 lines 80 x 168 pixels Backlit, grayscale	20 characters x 5 lines 100 x 35 pixels
Speakerphone (full duplex)	Yes (LED)	Yes (LED)	Yes (LED)	No (speaker only)	N/A	Yes (LED)
Mute	Yes (LED)	Yes (LED)	Yes (LED)	Yes	N/A	Yes
Volume controls	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, alert / rings	N/A	Handset
Headset compatibility	RJ-22 (LED)	RJ-22 (LED)	RJ-22 (LED)	External	N/A	External
Color	Silver, black aluminum	Silver, black plastic	Silver, black plastic	Silver, black plastic	Silver, black plastic	Black plastic
Features						
Call redirect	Yes	Yes	Yes	No	N/A	No
Call timer	Yes	Yes	Yes	No	N/A	Yes
Caller ID name, number	Yes	Yes	Yes	Yes	N/A	Yes
Conference call mgmt.	6 party	6 party	6 party	3 party	N/A	3 party
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	No	N/A	200 (local)
Message waiting (LED)	Yes	Yes	Yes	Yes	N/A	Yes
Missed call indicator	Yes	Yes	Yes	No	N/A	100 number list
Redial / history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last number	N/A	Last 10 numbers
Ring tone selections	4	4	4	4	N/A	4
Speed dial	Unlimited	Unlimited	Unlimited	N/A	N/A	200
Time and date	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	N/A	Yes (Caller ID sync)
Transfer to voice mail	Yes	Yes	Yes	No	N/A	No
On hook dialing	Yes	Yes	Yes	No	N/A	No
Option Management						
Call handling mode	Yes	Yes	Yes	Via voice mail	N/A	Via voice mail
Call forwarding	Yes	Yes	Yes	No	N/A	No
Handsfree mode	Yes	Yes	Yes	No	N/A	No
Ring tone	Yes	Yes	Yes	No	N/A	Yes (local)
Agent state	Yes	Yes	Yes	Via voice mail	N/A	Via voice mail
IP Telephony						
Protocol	MGCP	MGCP	MGCP	MGCP	MGCP	N/A
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	N/A
Supported codecs	Wideband G.711 u/A G.729A	Wideband G.711 u/A G.729A	Wideband G.711 u/A G.729A	Wideband G.711 u/A G.729A	N/A	N/A
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional) PoE power forwarding	Local adapter
Ethernet	10/100, 10/100/1000 Switch	10/100 Switch	10/100 Switch	10/100 Switch	10/100 Switch	N/A
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	N/A
Technical Specifications						
Size	11.6 x 7.5 x 5.3 (in) 29.5 x 19.1 x 13.5 (cm)	9.5 x 6.8 x 5.2 (in) 24.1 x 17.3 x 13.2 (cm)	9.5 x 6.8 x 5.2 (in) 24.1 x 17.3 x 13.2 (cm)	5.9 x 6.8 x 5.1 (in) 15.0 x 17.3 x 13.0 (cm)	5.9 x 5.7 x 4.0 (in) 15.0 x 14.5 x 10.2 (cm)	4.75 x 6.0 x 5.5 (in) 12.1 x 15.2 x 14.0 (cm)
Weight	2.6 lb / 1.2 kg	2.1 lb / 1.0 kg	2.1 lb / 1.0 kg	1.6 lb / 0.7 kg	1.1 lb / 0.5 kg	2.0 lb / 0.9 kg
Power (idle/active)	Class 2 PoE (3.4 W / 6.4 W)	Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (3.0 W / 3.9 W)	Class 3 PoE (2.9 W / 4.6 W)	16 VDC x 250 MA
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink	RJ-11 line jack RJ-22 handset jack
Loop length	100 meters	100 meters	100 meters	100 meters	100 meters	3000 feet or more
Hearing-aid compatible	Yes	Yes	Yes	Yes	Yes	Yes

ShoreWare™ Management

Installation

Installation wizards
Integrated software distribution
License management
Silent client install

Administration

Browser-based interface
Centralized administration:
Call control
Voicemail
Automated attendant
Workgroups
Call detail reporting
Multi-user access
Multi-level access control
User ID and password protection
User groups
Call permissions
Telephony permissions
Voicemail permissions

Trunk groups
Dialing plans
Dynamic configuration
Automatic synchronization
Unattended restart
Online help

Maintenance

Real-time monitoring
Event reporting
Email event notification
SNMP
Online help

Call Detail Reporting

CDR database
Integrated archival
Bundled reports:
User activity
Trunk activity

Workgroup agent activity
Workgroup queue activity
WAN activity
Third party integration
Space-delimited CDR output

Dial Plan Support

Australia	Malaysia
Brazil	Netherlands
Canada	New Zealand
France	Portugal
Germany	Singapore
Hong Kong	Spain
Ireland	United Kingdom
Italy	USA

Language Support

English (UK)	German (Germany)
English (US)	Spanish (Spain)
French (France)	

ShoreWare™ Messaging

Voicemail

10,000 mailboxes
21 servers
3,000 mailboxes/main server
2,000 mailboxes/distributed server
254 calls/server
Unlimited storage
Messaging controls:

- Play
- Record
- Pause
- Rewind
- Fast forward
- Delete
- Save
- Skip
- Reply
- Forward

 Compose features:

- Mark urgent
- Address by extension
- Address by name
- Address by distribution list
- Broadcast

 Call handling modes
 Five personal modes:

- Standard
- In a meeting
- Out of office
- Extended absence
- Custom

 Call forwarding
 Greeting
 Transfer to personal assistant
 Recorded name
 FindMe

Message notification:

- Stutter dial tone
- FSK message waiting
- Dial pager
- Dial extension
- Dial external number

 Management features:

- Login security
- Change password
- Force password changes
- Password-length limits
- Voicemail permissions
- Message length
- Number of messages
- Broadcast
- Distribution lists
- Message notification
- Automatic message forwarding

 Legacy integration

- SMDI

Auto Attendant

256 menus
256 levels
256 schedules
254 calls/server
Extension access
DID access
DNIS access
Play and record prompts over Telephone or PC
Scheduled modes per menu (4):

- On-hours
- Off-hours
- Holiday
- Custom

 Single digit actions:

- Dial by first name
- Dial by last name
- Go to extension
- Go to menu
- Hang up
- Repeat prompt
- Take a message
- Take a message by first name
- Take a message by last name
- Transfer to extension

 Multi-digit actions:

- Go to extension
- Go to menu
- Take a message
- Transfer to extension

 Other actions:

- Time out (configurable)
- Too many errors
- Invalid entry

Dial Plan Support

Australia	Malaysia
Brazil	Netherlands
Canada	New Zealand
France	Portugal
Germany	Singapore
Hong Kong	Spain
Ireland	United Kingdom
Italy	USA

Language Support

English (UK)	German (Germany)
English (US)	Spanish (Spain)
French (France)	

Personal Call Manager

Customized Views

Compact view
Docked view (top or bottom)
Detailed view

Call Control: Make Call

New call
Redial
Speed dial

Dial by name

Dial vanity numbers
Intercom
Leave a message
Page
Pickup
Pickup night bell
Silent monitor
Barge in
Whisper page
Dial by Name
Outlook contacts
System directory
Personal directory

Call Presentation

Calling name
Calling number
Current call state
Call duration
Hold duration
Trunk group or DNIS
Routing slip
Call note
Play sound
Bring to front
Call stack (16 calls)
Matching contact name

Call Management

Answer
Transfer
Record
Send to voice mail
Send to auto-attendant
Join to conference
Add-on conference
Park
Hold
Hang up

Outlook Integration

Voice Mail Inbox Integration

Caller ID name and number
Call back
Compose
Date, time and duration
Delete
Forward
Forward via email
Move backward
Move forward
Play
Reply
Reply all
Save
Sort with folders

Contact Integration

QuickDial by name
Personal contacts
Public contacts
Selectable contact folders
Matching contact name display
Local contact caching
Matching contact screen pop
Create / edit matching contact

Calendar Integration

Calendar call routing

Mobility Options

SoftPhone

Reassign extension to cell phone
Reassign extension to home phone
Turn PC to a phone
Use with PC headsets
Number pad for DTMF entry

Find Me Call Handling

Forward to any two numbers
Caller ID delivered on Find Me
Announce callers on FindMe
Answer call with key press
Send to voicemail with key press

Call Handling Modes

Five call handling modes
Standard
In a meeting
Out of the office
Extended absence
Custom
Call forward (always, no answer, busy)
Customized greetings by mode
Call handling note for operator/
administrative assistant

Message Notification

Notify on any, urgent or never
Notify at an extension
Notify at an external number
Notify to a pager
Notify via an email
Email message header
Email full message (wave file)
Configurable re-try options

Office Anywhere™ Extension Assignment

Assign number to internal numbers
Assign number to external telephones
(cell, home, etc.)
Assign number to PC based softphone
Return number back to desktop telephone

Voice Mail Viewer

Caller ID name and number
Call back
Compose
Date, time and duration
Delete
Export
Forward
Move backwards
Move forwards

Play
Reply
Reply all
Save
Matching contact name display

History Viewer

Caller ID name and number
Matching contact name display
Date, time and duration
Trunk group or DNIS
Detailed routing slip
Call note
One-click call back
Create / edit contact from caller ID

Redial List

Dialed calls
Missed calls

Directory Viewer

Export directory
Import directory
Open a text page
View personal directory
View system directory

Personal Options

Handsfree operation
Select personal assistant
Disable call-waiting tones
Record greeting
Record name
Select default trunk access
Manage passwords
Configure sounds
Selectable "hot key"
Play messages on the phone
Play messages on the computer

Integrated Conferencing

Up to six parties on conference
Add / share documents
Move pages forward
Move pages backward

Integrated Presence

Display call status
Display call handling mode
View call handling note

Advanced Call Manager Only

Integrated just-in-time presence
Personal call recording

Operator Call Manager

Customized Views

Compact view
Docked view (top or bottom)
Detailed view

Call Control: Make Call

New call
Redial
Speed dial
Page
Pickup
Pickup night bell
Silent monitor
Barge in
Whisper page
Dial by name
Dial vanity numbers
Intercom
Leave a message

Dial by Name

Outlook contacts
System directory
Personal directory

Call Presentation

User name, number
Call handling mode
Call handling details
Call stack
Call state
Calling name, number
Call duration
Routing slip

Call Management

Answer
Transfer
Send to voice mail
Send to auto-attendant
Join to conference
Add-on conference
Park
Hold
Barge in
Record
Hang up

Outlook Integration**Voice Mail Inbox integration**

Caller ID name and number
Call back
Compose
Date, time, and duration
Delete
Forward
Forward via email
Move backward
Play
Reply
Reply all
Save
Sort with folders

Contact Integration

QuickDial by name
Personal contacts
Public contacts
Selectable contact folders

Matching contact name display
Local contact caching
Matching contact screen pop
Create / edit matching contact

Calendar Integration

Calendar call routing

Mobility Options**SoftPhone**

Reassign extension to cell phone
Reassign extension to home phone
Turn PC to a phone
Use with PC headsets
Number pad for DTMF entry

Find Me Call Handling

Forward to any two numbers
Caller ID delivered on FindMe
Announce callers on answer
Answer call with key press
Send to voicemail with key press

Call Handling Modes

Five call handling modes

- Standard
- In a meeting
- Out of the office
- Extended absence
- Custom

Call forward (always, no answer, busy)
Customized greetings by mode
Call handling not for operator / administrative assistant

Message Notification

Notify on any, urgent, or never
Notify at any extension
Notify at an external number
Notify to a pager
Notify via an email
Email message header
Email full message (wave file)
Configurable re-try options

Office Anywhere™ Extension Assignment

Assign number to internal numbers
Assign number to external telephones (cell, home, etc.)
Assign number to PC based softphone
Return number back to desktop phone

Voice Mail Viewer

Caller ID, name and number
Call-back
Compose
Date, time and duration
Delete
Export
Forward
Move backwards
Move forwards
Play Reply
Reply all
Save
Matching contact name display

History Viewer

Caller ID name and number

Matching contact name display
Date, time and duration
Trunk group or DNIS
Detailed routing slip
Call note
One-click call back
Create / edit contact from caller

Redial List

Dialed calls
Missed calls

Directory Viewer

Export directory
Import directory
Open a text page
View personal directory
View system directory

Personal Options

Handsfree operation
Select personal assistant
Disable call waiting tones
Record greeting
Record name
Select default trunk access
Manage passwords
Configure sounds
Selectable "hot key"
Play messages on the phone
Play messages on the computer

Integrated Conferencing

Up to six parties on conference
Add / share documents
Move pages forward
Move pages backward

Integrated Presence

Display call status
Display call handling mode
View call handling mode

Language Support

English (US)
French (France)
Spanish (Spain)
German (Germany)

Extension Monitor

Multiple viewing options
Multiple docking options
User name, number
Call handling mode
Call handling details
Call state summary
Call stack
Call state
Calling name, number
Call duration
Routing slip
Dial user
Dial user mailbox
Call pickup
Call

Operator Call Manager (continued)**Bridge Call Appearance Monitor**

Multiple viewing options
 Multiple docking options
 Call appearance name, number
 Call state
 Calling name, number
 Call duration
 Call pickup
 Call notes
 Call properties

Dial Plan Support

Australia
 Brazil
 Canada
 France
 Germany
 Hong Kong
 Ireland
 Italy
 Malaysia

Netherlands
 New Zealand
 Portugal
 Singapore
 Spain
 UK
 USA

Converged Conferencing**Audio Conferencing**

From 2 to 96 participants
 One time or recurring calls
 Reservation-less, anytime calls
 Instant, ad-hoc conference calls
 Leader required or leaderless calls
 User-selected access codes
 Auto generated access codes
 Project code call tracking
 Mute one, multiple, all Parties
 Drop one, multiple, all Parties
 Hold one, multiple, all Parties
 Department code call tracking
 Dial out to add parties via the web
 Touch tone dial out to add parties
 Web based call back line to join
 Touch tone mute controls
 Optional entry and exit tones
 Announce names on joining
 Roll call announcements
 Lecture mode (parties muted)
 Record conference calls
 Listen to audio over the phone
 Publish recordings via a web link
 Listen to audio using the PC
 One-click email invitations
 View all parties on the call
 Lock calls to unwanted parties
 Participant audio controls
 Mute, Drop, and Hold
 Start call from invitations link
 Start call from calendar link
 Play recordings into conferences

Conference Management

Schedule new conferences
 Create instant conferences
 Audio, Instant Message, Web
 View, change, and delete calls
 View previous conference details
 Access chat and conference archives
 View personal call activity reports
 Access and distribute recordings
 Delegate for assistant scheduling
 One click to start conferences
 Secure, password protected access
 Change personal login credentials
 Integrated online help system
 Set your current phone number

Instant Messaging

Buddy list with presence
 Multiple concurrent IM sessions
 Internal instant messaging
 Block specific user messages
 Block messages when set to busy
 Multi-party instant messaging
 All party text chat in conferences
 Private, side-bar text chat
 Archived instant messages

Document Sharing

Share PowerPoint presentations
 Password and SSL protection
 Leader controlled slide advance
 Start and stop sharing dynamically
 Share MS Office documents
 File cabinet to exchange documents
 Keep for later for recurring calls
 Record presentations with the audio
 Publish recordings via a web link

Application Sharing

Share individual windows
 Share entire desktop
 Co-browse with shared browser
 Collaborative Document Editing
 Pass control to participants
 All leaders can share their desktop
 Get control of other leaders PC

Presence / Buddy List

Integrated buddy list with presence
 View who is logged into the bridge
 View who is on a conference call
 Seven user controlled presence states
 Auto set to idle on no PC activity
 Arrange buddies into groups
 Send email to any buddy in the list
 Hide your presence status from others
 Manage who can view your status
 Play a sound on a new message

Reporting

Predefined end user reports
 Predefined administrator reports
 Report by project or department code
 Export full call details (CSV or XML)
 Traffic and network statistics
 Alarm and event logs

Security and Compliance

Optional HTTPs Transport
 Individual user authentication
 One-time conference access codes
 Password protected documents
 Local database authentication
 LDAP database authentication
 Individual user privileges
 IM text logged to SMTP

Management

All IP – no tie line integration
 Password protected access
 Reserved Executive Ports
 Port usage level alerts
 Email alerts to administrator
 Automatic port configuration
 One button database backups
 Bulk provision to add initial users
 LDAP integration for authentication
 Configurable voice prompts
 Resource availability display
 User class of service levels

Others

Browser, zero install applications
 Reliable, embedded, appliance
 Uses the Linux Operating System
 Local system – not services based

Contact Center Solutions

Specifications	Workgroup	Contact Center	Enterprise Contact Center
System			
Graphical real-time displays	Yes	Yes	Yes
Inbound (voice)	Yes	Yes	Yes
Outbound (voice)	No	No	Callback, Abandoned, Campaigns (dial from list)
Inbound (web chat)	No	No	Yes
Inbound (email)	No	No	Yes
Skills-based routing	No	No	Agent capabilities, management preferences
Routing by DNIS	Yes	Yes	Yes
Routing by ANI or caller ID	No	No	Yes
Routing by type of day	Holiday routing	Holiday routing	Schedule-based routing
Routing by time of day (schedule)	Two shifts	Two shifts	Schedule-based routing
Routing by customer information	No	No	SQL databases via ODBC
Overflow on wait	No	Single-level, multiple groups	Multi-level, multiple groups
Interflow on wait	No	Actual wait	Actual wait, estimated wait
Call coding (wrap-up code)	No	Yes	Yes
Maximum calls in queue / server	254	150	150
Wall Board support	Queue Monitor only	Desktop Wall Board; external via COM port	Desktop Wall Board; external via COM port
Operating system (server)	Integrated with ShoreWare server	Dedicated Windows 2000 Server	Dedicated Windows 2000 Server
Agent			
Screen pop	Outlook; client-based (TAPI)	Outlook; client-based (TAPI)	Outlook; client-based (DDE, ActiveX, triggers)
Graphical user interface	Yes	Yes	Yes
Calls in queue display	Yes	No	Yes
Graphical threshold alerts	Yes (also audio)	Yes (Wall Board)	Yes (Wall Board)
Call picking from queue	Yes	No	Yes (if permitted)
Individual group login	No	Yes (if permitted)	Yes (if permitted)
On-screen wall board	No	Yes	Yes
Call information display	Yes	Yes	Yes
Previous call log display	Yes	Yes	Yes
Supervisor			
Supervisors	128	32	32
Real-time statistics	Yes (Queue monitor)	Yes	Yes
Historical reports	No (on ShoreWare server)	Yes (if permitted)	Yes (if permitted)
Supervisor Real-Time Monitoring			
Default refresh rate	Real time	One second	One Second
Color-coded notifications	Yes	Two levels	Two levels
Available report formats	Tabular	Tabular, graphical	Tabular, graphical
Agent status and statistics	No	Yes	Yes
Group status and statistics	Login and call status	Yes	Yes
Group calls in queue status	Yes	Yes	Yes
Agent requires help notifications	No	Yes	Yes
Agent log in / log out status / control	Yes	Yes	Yes
Call monitor and barge in	Yes	Yes	Yes
Historical Reporting			
Reporting formats	Tabular	Tabular, graphical	Tabular, graphical
Automatic reports scheduler	No	Print or save to file	Print or save to file
Export data in multiple formats	Yes	Yes	Yes
Add remove report columns	No	Yes	Yes
Custom calculation fields	No	Optional	Yes
Agent performance reports	Yes	Yes	Yes
Group performance reports	Yes	Yes	Yes
ACD call distribution reports	Yes	Yes	Yes
Abandoned call reports	No	Yes	Yes
Wrap-up code reports	No	Yes	Yes
Wall Board Director			
Free text messages	No	Yes	Yes
Real-time statistics messages	Queue Monitor	Yes	Yes
System alarms	Queue Monitor	Yes	Yes

