

## IP Office Systems: ShoreTel Contact Center

ShoreTel Contact Center solutions provide a suite of applications from basic hunt groups and voice queuing to complete multi-media queuing and skills-based routing of voice, email and chat. The Contact Center solution allows an enterprise to route incoming calls to the most appropriate agent in a multi-site contact center, regardless of location. The solution treats all available agent resources across all sites as one "virtual" contact center. This allows companies to maximize agent productivity, reduce call center costs and boost customer satisfaction level.

For more information regarding Contact Center, Contact us.

Totlcom is a ShoreTel Authorized Dealer of ShoreTel Business Telephone Systems for Central California.