



Industry: Government

Installation: 3 locations—5 ShoreGear voice switches, 140+ ShorePhones

Date of Install: April 2006



Challenge:

The Court's Toshiba telephone system was no longer being supported and the organization wanted its phone system to provide more features for employees, including rich workgroup and call center capabilities.

Solution:

ShoreTel provided the Court with ShoreGear voice switches and ShorePhone IP telephones for the three locations.

Benefits:

- ShoreTel easily integrates with the Court's other business applications as well as speech recognition technology, which significantly enhances customer service.
- The in-depth reporting features of the ShoreTel system provides supervisors with thorough information for planning work schedules and other management purposes.
- ShoreWare Director simplifies management so that the solution is easily managed in-house by the existing IT staff.

SHORETEL WINS IN COURT...AGAIN

Superior Court of California, County of Napa, Selects ShoreTel for Robust Call Center and Reporting Features

In late 2005, the Superior Court of California, County of Napa, had a Toshiba DK-424 telephone system and an outdated Octel Serenade voice-mail in place, but much of the equipment was no longer being supported. The system was also unable to allow Court employees to be a member of more than one ACD queue (workgroup). With a small staff, this limited the organization's options of providing optimal phone coverage. Finally, management of the system was difficult and system reporting features were lacking.

The Court decided it was time to give the system an overhaul and enlisted the services of an unbiased and independent consultant, Richard Hodges, GreenIT, to begin the selection process. Because the industry was heading toward Voice over IP (VoIP), the Court wanted to focus its search on these kinds of solutions. The consultant came up with a list of four solutions to consider: Cisco, Mitel, Interactive Intelligence and ShoreTel.

THE DECISION

After almost a year of research, which included seeing product demonstrations, learning the individual product features and talking to customer references, the Court's IT team decided on the ShoreTel solution and issued a Request for Proposal (RFP) to ShoreTel partners for implementation services. The court selected ShoreTel primarily for the system's robust feature set, simplicity of management, and ability to integrate easily and seamlessly with other business applications.

"The ShoreTel system offers so many features and is so easy to manage," said Jeannette Vannoy, Information Technology Manager for the Court. "We also appreciated that ShoreTel is infrastructure-independent and does not require an entire network overhaul."

MAKING THE SWITCH

With the help of its reseller partner, ShoreTel provided the Court with four ShoreGear 120/24 voice switches, a ShoreGear-T1 voice switch, and more than 140 ShorePhone IP telephones for its three sites. ShoreWare Director is used to manage the entire solution through its intuitive browser-based interface.

ENHANCED PRODUCTIVITY

The ShoreTel system provides Court employees with powerful dialing as well as call and message management features. With ShoreTel AnyPhone, employees can move locations and re-assign their own extensions so they do not miss any calls while they are working from a different desk.



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 Superior Court of California,
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With ShoreWare Personal Call Manager, employees can quickly type in a name, bring up a number, and make calls from local online directories—all with the click of a mouse, right from the desktop. The ability of the ShoreTel system to track phone calls, export and distribute original voice mail messages to one person or a group of people, and keep a running history of calls into each number is helpful in continually monitoring and improving customer service.

In addition to the powerful Personal Call Manager, ShoreWare Operator Call Manager software provides Court operators with key information and control, enabling a significantly higher level of personalized attention for callers. For example, before even answering an incoming call, a call-routing log displays the caller’s experience within the system to the operator. Before transferring the caller any further, the call-transfer screen also displays who is available and who is not, avoiding the possibility of sending callers to an extension that is busy. With the complete organization at their fingertips as well as knowledge about the calling and called party, operators can transfer to extensions as necessary.

BETTER CUSTOMER SERVICE

The Court is also utilizing ShoreTel’s Workgroups which enables it to consolidate inquiry calls to one number, and calls are routed to the next available call center staff member. The Court has specific workgroups supporting each of its divisions, including Civil, Traffic, Family Court Services, the Criminal Division and more. There is also a workgroup dedicated to Spanish-speaking callers. The call center agents in this workgroup also belong to other workgroups, which is a feature the ShoreTel allows and the older system did not.

“With ShoreTel, individuals can belong to as many workgroups as necessary, which wasn’t possible with the old system,” said Vannoy. “Having agents belong to multiple workgroups, with rollover capabilities and shared workgroup voice mailboxes, has allowed us to provide broader phone coverage to get calls answered more quickly. ShoreTel AnyPhone allows workers to log in from anywhere across all of our locations, which we also could not do before. ShoreTel has improved productivity in so many ways.”

ShoreTel Workgroups provides basic reporting capabilities to help the Court measure call volume and make work schedule changes as necessary. A Workgroup can have and advertise its own phone number so that citizens calling in for a specific purpose get right through to that department.

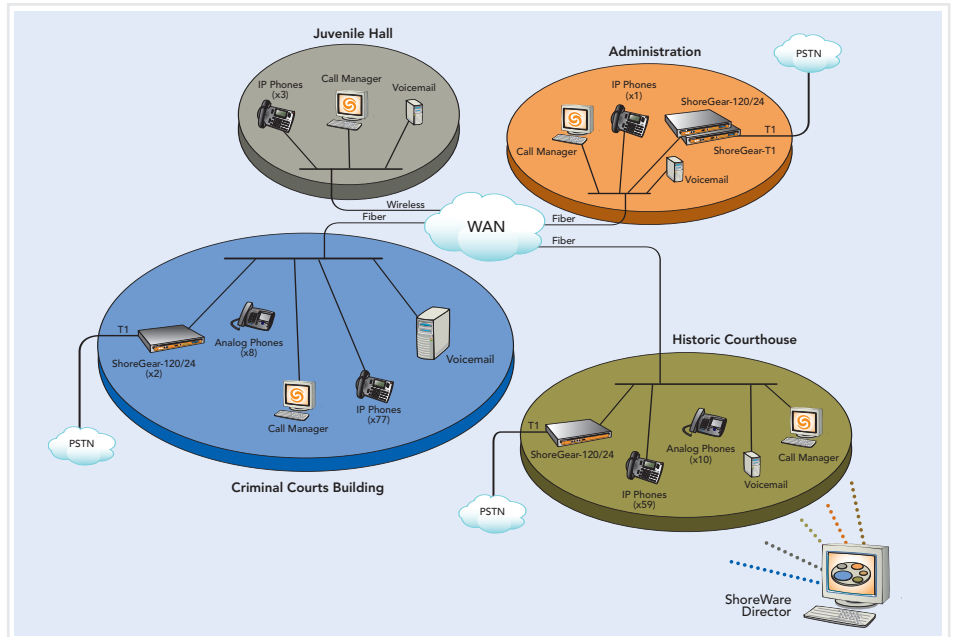
“It’s very helpful that we can show management the statistics for all of our workgroups, such as how long calls are taking and who the agents are talking to,” said Vannoy. “This is great information for planning and management purposes.”

The Court is also utilizing ShoreTel’s hunt group functionality, which allows multiple call routing options to ensure that calls are answered by a person rather than voice mail, by having primary and backup operators in the same—or a different—location. With hunt groups, when a person is on the phone or unavailable, calls are routed to another extension, preventing callers from unnecessarily reaching voice mail. Calls can also be routed to the operator and if he or she doesn’t answer, the call can then be sent back to the intended person’s voicemail.



Finally, ShoreWare Auto-Attendant provides the Court with 24-hour automated call answering and routing to improve customer service. Outgoing prompts can be customized and linked to the time of day and/or day of week. Individual groups can also have their own menus with unique greetings and options. The Court has taken this feature a step further and integrated a speech recognition solution with it.

“We integrated our interactive voice response (IVR) and speech recognition software with the ShoreTel solution,” said Vannoy. “The auto-attendant ‘understands’ English and Spanish and directs calls to the right workgroup accordingly. We’ve also integrated ShoreTel with the Court case and jury management IVR applications. There are no foreseeable limits to how we can continue to improve services with the ShoreTel system and the integration of our other business applications.”



Superior Court of California, County of Napa deployed ShoreTel to 4 locations with 158 phones.

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SIMPLIFIED MANAGEMENT AND REDUCED COSTS

ShoreTel’s ShoreWare Director is a browser-based management interface that provides the Court with easy access to the system from anywhere on the network. Through ShoreWare Director, a network administrator can manage every site, including voice mail, automated attendant and desktop applications. To add a new user, an administrator simply clicks a button and enters the user’s name, and this automatically updates the centralized database and every voice switch. At the time the new user is added, a mailbox is automatically created, the automated attendant dial-by-name and number feature is updated, and online directories are revised. The entire process takes just a few seconds and it is just as easy to make changes to the system. With ShoreTel, the Court does not need a dedicated phone system support team—their current team supports both the IT infrastructure and the phone system.



“Because the ShoreTel system is so easy to manage, it has been a logical step for the IT staff to embrace the technology,” said Vannoy. “At the same time, users are not afraid of the system and they’re increasingly using more and more of the ShoreTel features.”

CASE CLOSED

The Court is pleased with its decision to go with ShoreTel. According to Vannoy, “ShoreTel has helped us bring together disparate groups to work together toward common goals. For example, our Spanish-speaking employees are working more closely together to figure out how best to serve Spanish speaking citizens. The ability to integrate so seamlessly with our other applications is also a tremendous benefit. We’re more than pleased with the ShoreTel system.

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