

TeleVantage vs. ShoreTel

Summary:

ShoreTel is a proprietary phone system with a severely limited feature set. Limited features include conferencing, ACD, voice mail, and graphical user interface.

- Requires LAN connectivity for voice mail or auto attendants to work. If the LAN goes down than customers cannot leave voice mails and they will hear the factory auto attendants.
- Requires integration with Microsoft Outlook for user interface. If customer does not have Outlook then functionality is not possible.
- Expensive implementation for analog. No digital phones. Tied to proprietary ShoreTel IP phones.
- Does not support advanced ACD monitoring features such as coach or record.
- Only 150 calls in a queue at a time.
- Extremely limited call rule functionality. Not able to create routing lists.
- Only supports 6-party conference.

Questions to ask:

- Are voice mail servers included in the quote? Are they fault tolerant servers?
- What happens when network connectivity between the switch and voice mail server goes down? What do customers hear for auto attendants in the same scenario?
- Does ShoreTel still use Microsoft Access to store data?
- Can you use compression with VoIP or are your forced to use G.711? (No compression causes network bandwidth problems. Ask this question when using the Shoregear-8 or Shoregear-12.

Feature Comparison

Specification	ShoreTel	TeleVantage
Version	5.1	6.1
Release Date	April 2004	September 2004
Ports	40 IP or 8 analog; 60 IP or 12 analog; or 120 IP or 24 analog per box; Supports T1 cards	192 trunks; 720 extensions.
IP Protocol	MGCP	H.323
Capacity	Can network up to 200 boxes together.	Since TeleVantage allows users to use virtual extensions (e.g. their home or cell phone) the # of users supported is only limited by the # of simultaneous calls into the system. Can network multiple TeleVantage servers together with Enterprise Manager to create large enterprise systems.
OS	VX Works for Switch Windows 2003/2000 Server for Voice Mail/Auto Attendant	Windows 2003/2000 Server

Specification	ShoreTel	TeleVantage
Phones	No digital phones. Proprietary IP phones. Analog ports can cost up to \$312/port.	TeleVantage's open systems architecture allows customers to choose the between digital, IP, or analog phones. Many customers select less expensive analog handsets to keep the overall cost of their phone system down and also gain mobility through inexpensive cordless phones.
Graphical User Interface	100% dependant on integration with Outlook. Without Outlook, no user interface.	TeleVantage sets the standard with an intuitive, easy to use graphical user interface. Its familiar Outlook-like interface can be used to manage calls, voice messages, call center queues and every other feature exposed by the system without learning cryptic codes. Users can choose to use both the Windows and web client.
Voice Mail	Housed on separate server(s) requiring LAN access.	TeleVantage allows you to configure up to 10,000 voice mailboxes where each voice mailbox can be configured to hold up to 999,999 minutes of voice mail. Simultaneous use of voice mail is only limited by the number of voice resources configured on the system and can be configured to easily support every trunk and as many stations as needed. There is no additional voice mail charge.
Call Center	Limited feature set: No call recording or coaching. Only able to have 150 calls in a queue at a time.	Simple ACD workgroup support provided at no charge. With \$250 per change charge full call center support provides real-time statistics for virtually every call center need including: 16 agent statistics, 8 overall queue statistics, 11 inbound queue statistics, 6 outbound queue statistics, and 6 combined queue statistics. Supervisors can configure their view to see exactly the data they require. Supervisors can monitor, coach, join, and record calls. Over 30 reports provide historical reporting on queue and agent performance.

Specification	ShoreTel	TeleVantage
Conferencing	6 party <u>limit</u>	TeleVantage supports conferencing of up to 60 users. Even the smallest TeleVantage system can have a conference of 9 participants.
IVR	Limited IVR capability	One station license (\$100) is required for each simultaneous call to an IVR. TeleVantage has extensive documentation on how to use its IVR and call control APIs. All ViewPoint features can be programmatically accessed.
Enterprise Application Integration	No real APIs for integration with other business critical applications.	TeleVantage sets the standard for open architecture. Hundreds of third party applications and integrations are available to run on the TeleVantage platform due to the ease of writing applications on TeleVantage.

Pricing

Description	Price
ShoreGear-8 (40 IP or 8 Analog)	\$2,495
ShoreGear-12 (60 IP or 12 Analog)	\$2,895
ShoreGear-24	\$3,575
ShoreGear-T1	\$2,955
Shoreline Server	\$1,400
Softphone	\$150
Agent Call Manager	\$425
Supervisor Call Manager	\$568
Operator Call Manager	\$639