

ShoreTel Introduces Global Numbers Service in Four Countries



Global cloud service will support the needs of ShoreTel's growing base of multi-national customers

ShoreTel® (NASDAQ: SHOR), a leading provider of communication solutions that make interactions simple, today announced it has expanded its ShoreTel Connect™ CLOUD unified communications solution with the addition of Global Numbers service.

Global Numbers allows multi-national organisations to create a local presence in the countries they serve by establishing unique Direct Inward Dial (DID) or International Toll-free Service (ITFS) numbers in each country. Global inbound calls can be routed to auto-attendants, IVRs or contact centre queues and handled by teams at a central location, such as corporate headquarters. The service is available to Connect CLOUD customers in the U.S., Canada, U.K. and Australia.

“As ShoreTel continues to expand globally, our base of multi-national customers has rapidly grown and created an increased need for global cloud services,” said Don Joos, president and CEO of ShoreTel. “Global Numbers allows businesses to be where their customers are and create a better customer experience, without having to increase headcount or add equipment.”

ShoreTel's Global Numbers footprint covers countries where there has been strong demand. The service offers simple pricing with flat monthly rates for local DIDs and affordable per minute charges for inbound toll-free service.

About ShoreTel, Inc.

ShoreTel (NASDAQ: SHOR) provides businesses worldwide with communication solutions that make interactions simple. From business phone systems, unified communications and contact center solutions to a fully hosted voice and SMS development platform, ShoreTel delivers unmatched flexibility and ease for companies looking to increase productivity and drive innovation. ShoreTel offers solutions in the cloud, onsite or a hybrid of both, giving customers the freedom to choose the best fit for their business needs now and in the future. Headquartered in Sunnyvale, Calif., ShoreTel has offices and partners worldwide.