# PCS
## PALITTO CONSULTING SERVICES

# Google Apps Integration

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## Content

**Learn more about maximizing your ShoreTel phone system** →

150 Main Street, Wadsworth, OH 44281   •   P: 330.335.7271   •   www.palittoconsulting.com

# About PCS

Business technology is our passion! Since 1996 Palitto Consulting Services (PCS) has been providing expert LAN/WAN, integration and custom software development services to the small and mid-sized business community. Our focus is integrating business systems to enable efficient business processes! Our team of experts is able to assist clients when determining which technology to purchase, how to use it, and how to optimize the technology for their unique business needs.

**At PCS we do not have a "one size fits all" approach; we strive to provide customers with a custom solution tailored to best fit their unique business needs.**

• PCS began working with the ShoreTel platform in 2002; we have over 50,000 hours of development time

• PCS team is ShoreTel Certified in both Installation and Support of Cloud, Onsite, Contact Center and Mobility Practices

• All of our team members reside in Ohio

• Our project history ranges from one location sites to large deployments with sites that span several states or countries

**PCS Strives to be a World Class ShoreTel Partner!**

# Integration Overview

PCS provides a fully-featured suite of Apps and Integrations to bring the ShoreTel Unified Communications experience inside of Google Apps.  This suite is a collection of Apps to bring ShoreTel functionality into the Google Apps User Experience.  Our objective is to provide a simpler experience for team members who spend significant parts of their work day in Google Apps.  The PCS Google Integration Suite brings many of the ShoreTel features you know and love right into the Google Apps User Experience.
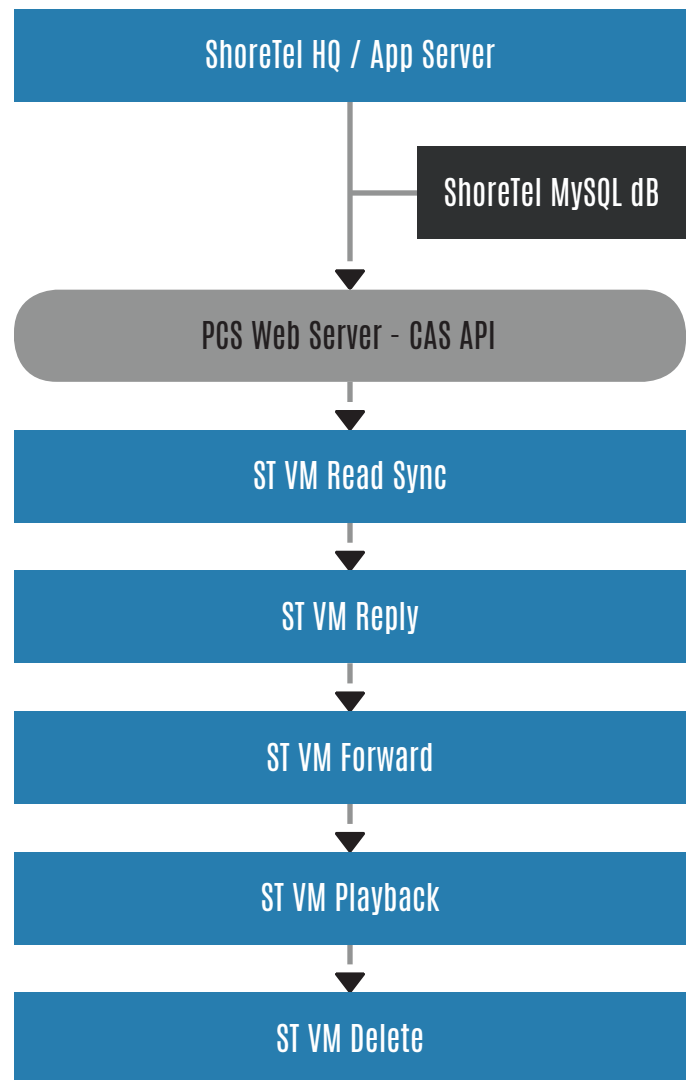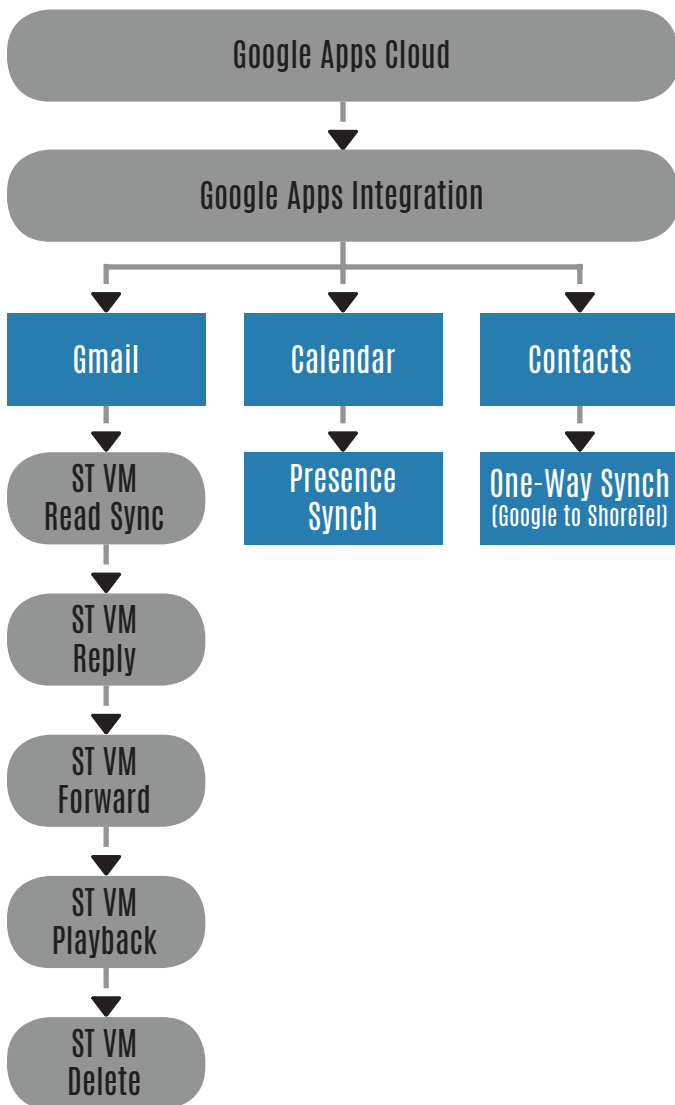
•ShoreTel Voicemail management in Gmail
•ShoreTel Voicemail Transcription in Gmail
•Google Calendar Appointments manage ShoreTel Call Handling Mode
•One Click Dialing from the Google Apps Experience
•Auto Synch Google Contacts Into ShoreTel Directory.
•Send ShoreTel Conference Call Invitations Directly within Google Calendar

# Application Integration Architecture

The Google Apps integration architecture is broken into several major components.

1. ShoreTel Integration

2. Google Apps Integration

This flow chart provides a high level overview of the system design, architecture and functionality of the ShoreTel and Google Apps integration options.

# Voicemail Integration

## Email Delivery to Gmail

Voicemails left on ShoreTel are delivered as email messages to Gmail with an voicemail attachment or Google Drive Link.  The voicemail message can be managed like any other email including forward, archive, delete.
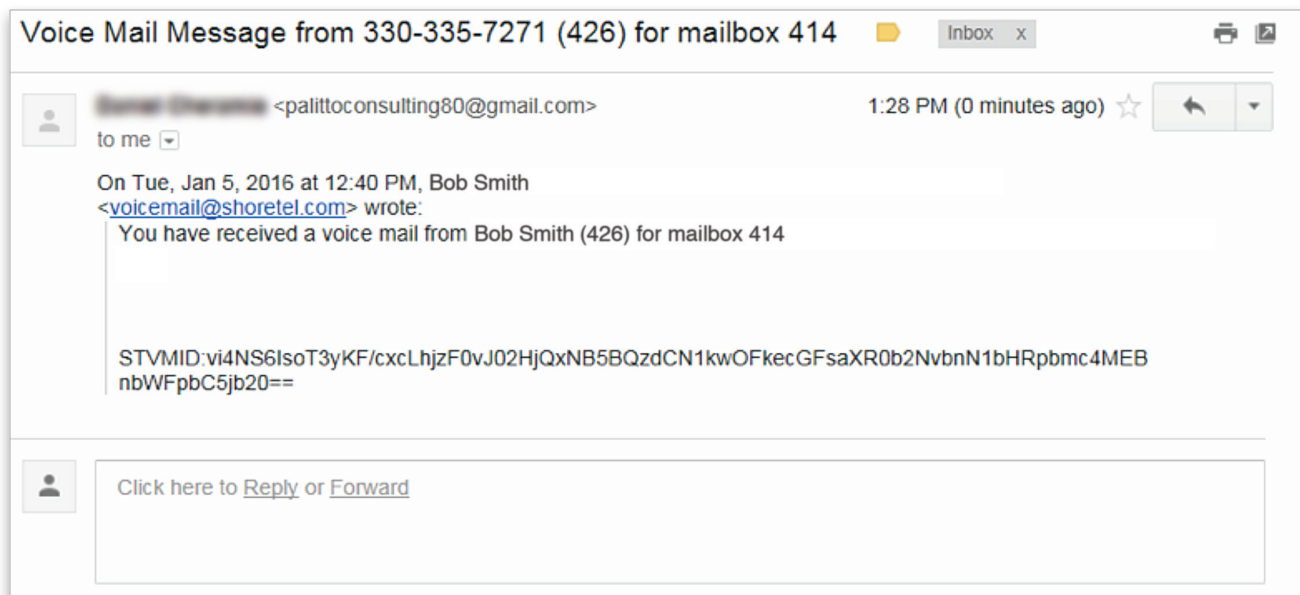


## Google Drive Voicemail Storage

Voicemails can be delivered as Google Drive uploads with private links placed in the Gmail message.  This feature provides a higher level of information security than attachments and is a popular option among clients who require regulatory compliance.

## Bi-directional Voicemail Read Status Sync

Whether you prefer reviewing voicemail from Gmail or the ShoreTel client, the PCS app will keep all statuses up to date, effortlessly.

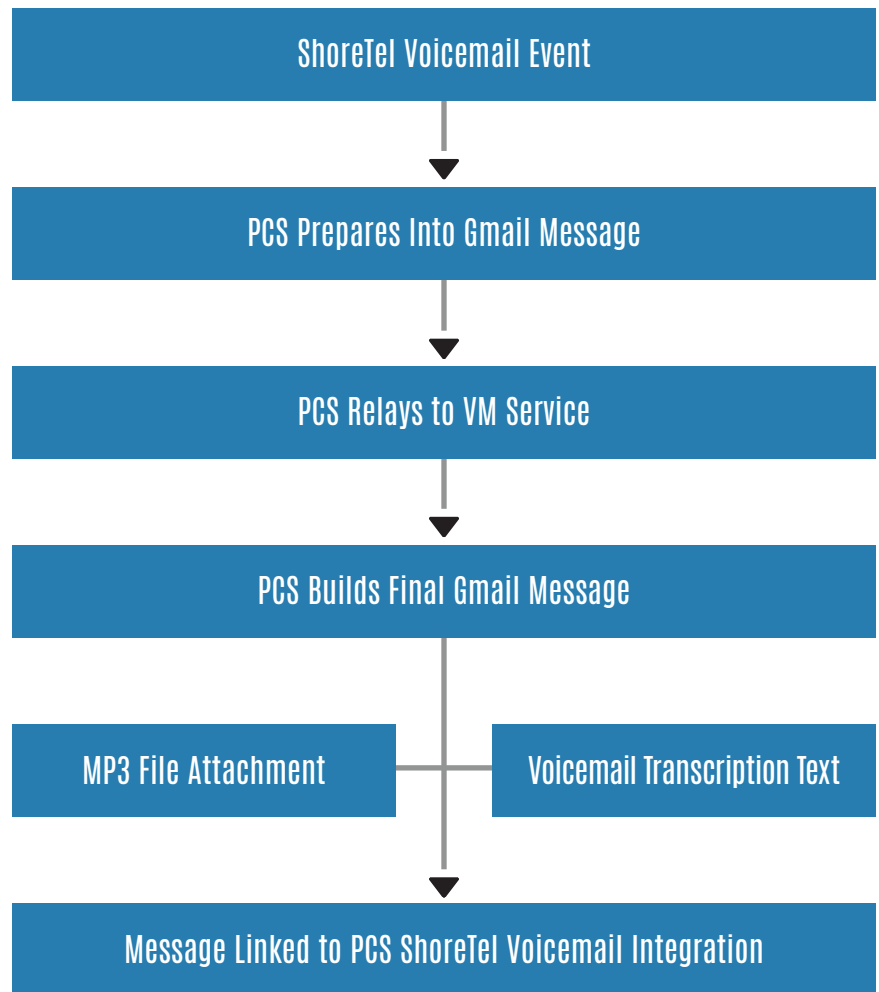## Bi-directional Voicemail Delete Sync

Deleting a voicemail from ShoreTel or Google Apps will synchronize on each system to display the change.

# Voicemail Transcription

Delivers transcription text within the Gmail voicemail message, as well as a MP3 file attachment. This feature uses an integration with a voicemail transcription service that requires a per user subscription fee. Below is an outline of the overall architecture of this feature.

# Voicemail MP3 Delivery in Gmail

Delivers voicemail messages in Gmail with MP3 attachments. Provides lower ongoing services cost option to get voicemails delivered as MP3 files without the subscription costs associated with transcription services.

```
ShoreTel Voicemail Event
          │
          ▼
PCS Prepares Into Gmail Message
          │
          ▼
PCS Relays to VM Service
          │
          ▼
PCS Builds Final Gmail Message
          │
   ┌──────┴──────┐
MP3 File Attachment    Voicemail Transcription Text
   └──────┬──────┘
          ▼
Message Linked to PCS ShoreTel Voicemail Integration
```

# Google Contacts

## Sync With Communicator

Synchronizes Google Apps contacts to the ShoreTel user. PCS uses the Google API's in to pull contact information from Google on a per user basis. This will be a uni-directional sync with Google contacts pulled from Google and placed into the personal directory of ShoreTel users.

PCS will use the user's email address to match the Google account to the ShoreTel user account. Fields to be synchronized:

- First Name
- Last Name
- Business #

- Mobile #
- Pager #
- Home #

- Fax #
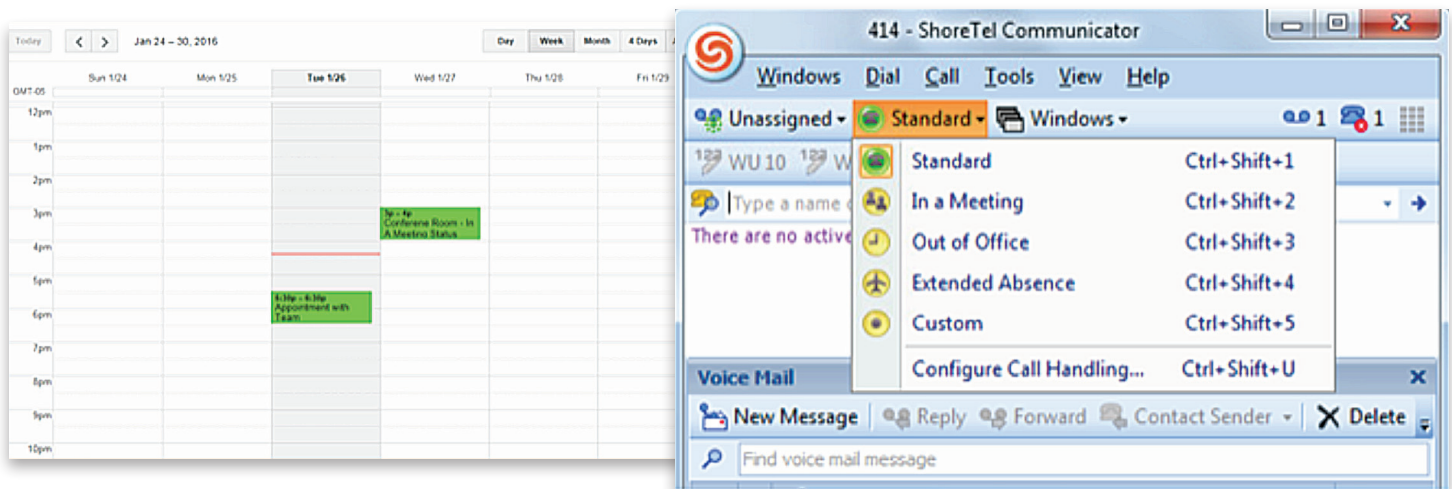- Email
- Department
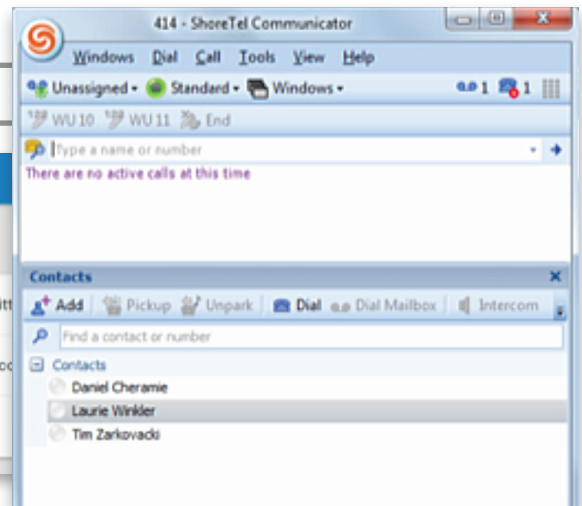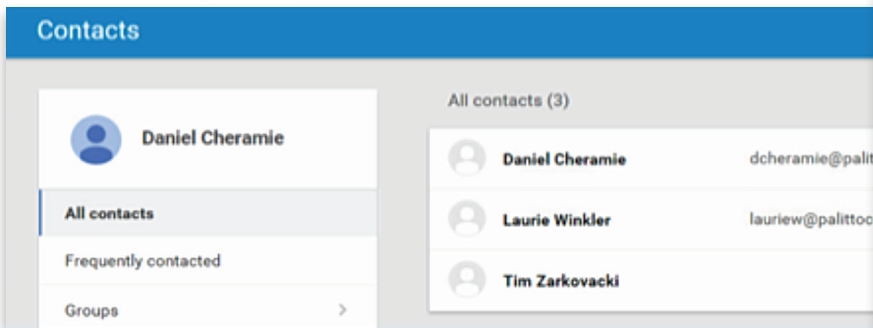


**Note:** Connect integration in testing

# Google Calendar

## CMH Sync With Calendar Events

Integration with Google Calendar to update user call handling mode based on calendar appointments.



**Note:** Connect integration in testing

# Integrated Conference Call

Ability to schedule conference calling directly within the Google calendar scheduling interface. This feature provides an inline experience to create ShoreTel conference calls from within the Google Apps experience.

# Click to Dial

Outbound dial from any application on customer service agent workstations. This will be accomplished using the PCS Universal Dialer application using our proprietary phone number sensing technology and custom integration into ShoreTel systems.

## Click to Dial User Experience

```
User Hovers          →    Phone Number
Over Phone Number         is Highlighted
      ↑                         ↓
                          User Clicks On
                          Highlighted Number
                                ↓
User is Connected to   ←    System Places Call
Desired Phone Number
```
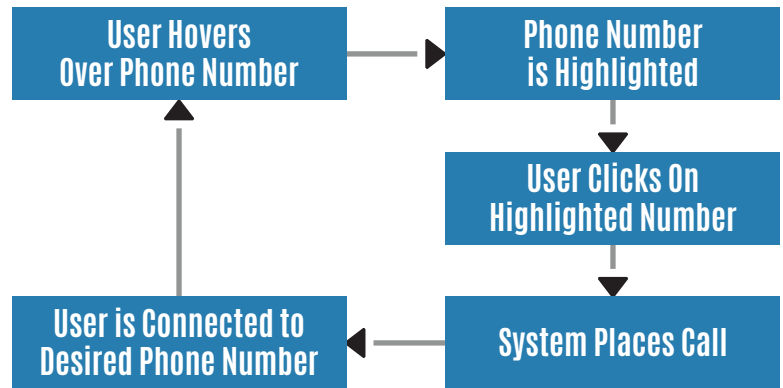
## Universal Dialer

The Universal Dialer application is a client side application which provides the capability to hover over phone numbers in an application and click on them to dial. As users hover over a phone number, the system will automatically highlight the number and give options to dial the number on the user's extension Caller ID or System Dial-In Number.

Users click on the highlighted region and immediately place a call. There are also features available to manage outbound caller ID options.

The universal dialer is a Windows application that runs on Windows clients. Other operating systems are not currently supported.

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```
Agent Desktop
      ↓
Universal Dialer Application
      ↓
Click to Dial
      ↓
PCS Web Services
```
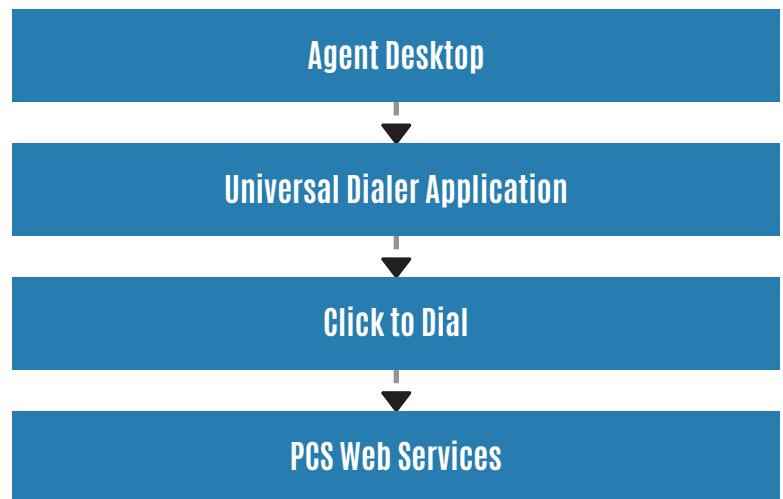
# System Requirements

## Google Apps Release Supported:

PCS Integrates with the Google Apps APIs currently in production in January 2015. PCS intends to continue developing support for new Google API features as they come available. PCS does not guarantee it will develop additional features or new API version support.

## Operating Systems supported:

- Windows Server 2008
- Windows Server 2012

| Feature | ShoreTel 14.2 | ShoreTel Connect Premise | ShoreTel Connect Cloud |
|---|---|---|---|
| **Voicemail Integration with Gmail** | Implemented in Client Systems | Compatible and in Testing | Planned Availability. Requires Admin API from ShoreTel |
| **MP3 and Transcription with Gmail** | Implemented in Client Systems | Available | Available |
| **Directory Integration with Google Contacts** | Implemented in Client Systems | Compatible and in Testing | Planned Availability. Requires Admin API from ShoreTel |
| **Call Handling Mode Integration with Google Calendar** | Available | Available | Planned Availability. Requires Admin API from ShoreTel |
| **Click to Dial for Google Apps** | Implemented in Client Systems | Available | Available |
| **Conference Call Interface in Google Calendar** | Available | Available | Planned Availability. Requires Admin API from ShoreTel |

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