

## ShoreTel now integrated with Community Workforce Management Solution

WFMSG adds to long list of compatible ACD's

Frisco, TX (Business Wire) April 23, 2012 -- The [WorkForce Management Software Group, Inc.](#) (WFMSG), the provider of the industry-redefining [Community workforce management](#) solution, today announced that it has further enhanced its library of ACD compatibility with the inclusion of the ShoreTel's unified communications IP solution.

"[Community WFM](#) is now compatible with over 20 distinct ACD platforms and versions and we are excited to add ShoreTel," said [WFMSG](#) Principle responsible for Sales and Marketing, Daryl A. Gonos. "Our ShoreTel integration is completed remotely, along with our initial Community installation, in just a couple of hours. If you have the Windows environment ready, we could have Community WFM installed and be capturing and reporting ShoreTel call statistics and agent phone state data for real-time reporting this afternoon," Gonos added.

"WFMSG has built an entire suite of compatible integrated platforms and has a variety of generic adapters that can be readily extended for integration into other systems such as human resources, CRM and payroll applications," said [WFMSG](#) Principle for Product Management, Todd A. Cotharin. "Our approach offers significant advantages to our clients that are not available to legacy WFM technology users," he concluded.

About [Community WFM](#) and the [WorkForce Management Software Group](#), Inc. ([WFMSG](#))

[Community WFM](#) is an [enterprise workforce management](#) portal that delivers personalized tools to schedulers, supervisors and agents. The application can be readily personalized to enable or disable any of the hundreds of features available within the solution. Users may add sites, adopt virtual site and migrate to an [in-home agent](#) strategy on-demand and with no additional licensing fees. The application delivers well beyond the standard array of [contact center forecasting](#) and [schedule optimization](#) features. Community is 100 percent [browser based WFM](#) and can be deployed in as few as four weeks using WFMSG's proven "[Steps to Success](#)" process.

[WFMSG](#) has emerged a leading innovator in enterprise, collaborative, low cost, contact center workforce management optimization solutions. The [WFMSG](#) team has been exclusively focused on WFM technologies and practices since the early 90's and the [Community WFM](#) solution is the culmination of decades of hands-on perspective and experience in the industry. To learn more about [Community WFM](#) or set up a live product review of this revolutionary solution and services package, contact us at (877) 668-6870 or visit us on the web at [www.wfmsg.com](http://www.wfmsg.com).

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