

# giSTT Messaging

ShoreTel & Mutare Software Inc.



Mutare Software Inc.

## Products

### giSTT Messaging

## Product Overview

Mutare Software has a revolutionary new offering that will change forever the way you view messaging. giSTT Speech to Text service delivers text conversions of your voicemail messages right to your inbox, BlackBerry, PDA or cell phone.

giSTT Messaging is Software that can be installed on a 2003/2008 Win Server as well as run on a Virtual Server. The protocols that are used are SMTP, IMAP4, HTTP, HTTPS and LDAP.

The giSTT software monitors a single collection email address and has the ability to process all VM's, transcribe them to text, and deliver them to the designated user address.

giSTT uses Auto, Enterprise and Premium services to deliver varying levels of service to the end user. giSTT is sold as a subscription based service; month to month or annual and can be installed on the customer's premise and or can be hosted in the cloud.

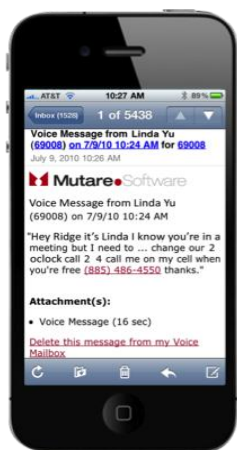
giSTT has three different levels of service, Auto, Enterprise and Premium:

- Auto – all messages processed in the cloud.
- Enterprise – all messages processed behind the firewall.
- Premium – all messages processed in the cloud with agent assistance.

Auto and Enterprise are fully automated, Premium is agent assisted.

## Solution Overview

giSTT turns voice messages into TEXT (speech to text) – places it in the body of an email which is sent to the user's email account and smart phone. giSTT is email and browser agnostic, requiring no desktop deployment and no proprietary voice player. Requires giSTT Messaging.



## Mutare Architecture



Figure 1: example of Mutare premise based solution

"We've gotten some real rave reviews about the new tools that have been provided, especially from our 'power users' in the field, who really appreciate speed and efficiency for both their incoming and outgoing communications. Overall I'd estimate that we have increased productivity of our people in the New York area by at least 15%."

Craig Cuyar, CIO  
Cushman & Wakefield

## Key Features/Benefits

- Simultaneous delivery of up to 5 separate email addresses.
- giSTT to SMS
- Mobile feature to unify all Mobile Cell Phones VM to ShoreTel VM
- Web Based Administration
- Hosted option
- Cloud based, or Behind the Firewall based options
- Up to 3 min of Transcribed audio for Voicemail messages

## Customer Value

The user can READ the voice messages in their email and on their Smartphone without listening to the message. This gives them the knowledge of the message quickly and easily without listening to the message. giSTT Messaging is ADA compliant for the hearing impaired.

Customer service is improved due to the quickness of response to the messages, now that the end user can read their VM in loud area's, meetings, court rooms and then have the ability to act upon that message via email.

Administrators love to work with giSTT messaging since it is clientless thus it lowers the administration overhead, as well as a simple web based interface for both users and administrators.

Reading your Audio Messages instead of listening to them is the next natural step in Voice Messaging. Mutare continues to enhance giSTT, thus giving you the ability to use the giSTT Messaging server for new services such as automated workflow using only your voice.

## About Mutare Software, Inc.

Mutare Software, Inc. is an ISV that has been building software for 21 years for messaging, IVR and UC applications. We have customers in almost every country in the world with a focus on speech to text applications being applied in automated workflow solutions. The applications that we have built are clientless, and device agnostic thus keeping the user interface and experience the same across multiple devices. For more information, visit <http://www.mutare.com> or call 847-496-9000

## About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit [www.shoretel.com](http://www.shoretel.com) or call 1-877-80SHORE.

## Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



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