

ShoreTel Connect ONSITE Call Recorder



A SIMPLE YET POWERFUL CALL RECORDING SOLUTION

The ability to record and play back calls is critical to any organization with a sales or client service focus. There is simply no better way to enhance training, ensure compliance and identify telephone best practices.

The ShoreTel Connect ONSITE Call Recorder application offers a native audio call recording solution for customers that need flexible server-based management and a user-friendly web portal for recording retrieval, but do not require the extended feature set offered by our 3rd party partner solutions which may add cost and complexity.

The ShoreTel Connect ONSITE Call Recorder is a simple yet powerful call recording solution to meet training, quality control and record keeping requirements.

Features

- Automatic recording of external calls continuing through call transfers and redirections
- Persistent call recording captures 'cradle to grave' caller interactions including those with IVRs, Hunt Groups, Workgroups, and other extension types
- Flexible Call Recording Profiles to apply different recording rules to different groups of users within the organization
- Optional Windows desktop control to Save/Don't Save/Pause/Resume
- Pause/Resume support allows agent to avoid recording sensitive information (ex. customer credit card number) facilitating PCI compliance
- Configurable Customer Stop Recording key

BENEFITS

- Cost-effective native ShoreTel pure-IP application
- Facilitates organizational training and operational reviews for improved customer service and fraud prevention
- Quick and easy call recording retrieval
- Easy scaling and strategic deployment to optimize use of ShoreTel system resources
- Single click Recording playback in context with other business data from within Salesforce and other applications



For **ShoreTel Connect ONSITE**

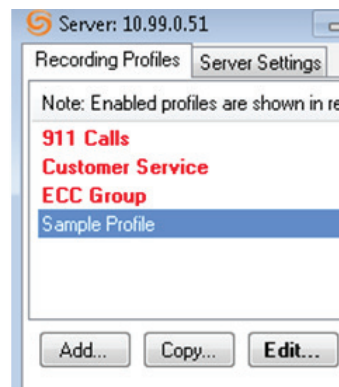
- Automatic storage in multiple file systems and/or multiple ShoreTel Voicemail boxes
- Custom folder structure and file names for call recording storage
- Web-based Recorder Player
 - Convenient searching, downloading, and playback
 - Playback via phone or computer
 - Player URL access allows recording links to be embedded within web based applications including Salesforce, Microsoft Dynamics CRM and Contact Center Interaction Viewer among others

Considerations

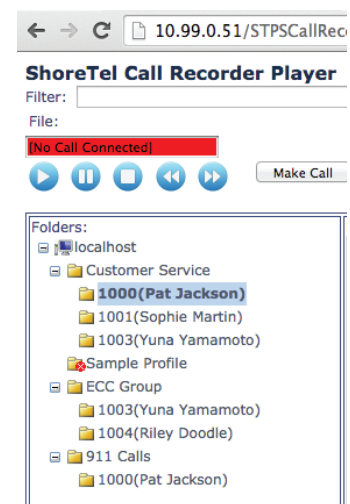
- This solution records audio only, not the desktop activity
- This solution records trunk based calls only, not internal extension-to-extension calls
- Recorded audio format is CCITT u-Law 8.000 KHz, 8 Bit, Mono. One minute of audio is 470K. One hour of audio is 28 Megabytes. Thirty-five hours of audio is one Gigabyte.

Additional Information

ShoreTel Advanced Applications
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The system administrator can create multiple profiles to apply different recording rules to different users



Recordings are accessed via a web portal. The system administrator controls access to the portal for each recording profile.

Want to know more?
 Talk to an expert.
 Visit www.shoretel.com/findareseller

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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