



Encore Server  
Workforce Optimization Solution

# ShoreTel Integration Guide

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# I. Introduction

The Encore system integrates with the ShoreTel system via the ShoreTel Remote Application Server (also known as “ShoreTel TAPI Application Server”). This integration allows the Encore system to successfully perform the following functions:

- Audio Collection - Capture the audio that needs to be recorded.
- Recording Control - Receive the necessary events that signal when the Encore must start and stop recording.
- Data Capture - Receive data associated with the call.

The Encore system can record calls on a ShoreTel system without the TAPI Application Server integration but the recording controls and data capture are limited; configuration for this integration is not covered in this document.

## Supported data capture

The following is a list of the supported data elements that can be collected with each recording. Not every element is applicable for each call. For example, if the call being recorded is an internal call, the Trunk Number field is blank. For a description of each data element, refer to Appendix 1: Glossary.

- ANI
- Call Direction
- Call ID\*
- Call Type
- Consultation Call
- Dialed Number
- DNIS
- Extension
- Hunt Group Name
- Hunt Group Number
- Other Call ID\*
- Other Party Name
- Other Party Number
- Recorded Party Name
- Recorded Party Number
- Third Call ID\*
- Trunk
- User Name
- Work Group Name
- Work Group Number

\*These fields include the Call GUID depending on the type of call, such as consultation, transferred, etc.

## Supported recording features

Use the following matrix to determine which audio collection method is best for your business needs. For example, if you need to record internal calls, you must use Station-side RTP Packet Capture. If you find that more than one collection method will work for you, talk to your Encore representative about which method is more cost-effective. For a description of each feature, refer to Appendix 1: Glossary.

Recording Feature	Audio Collection Method		
	Trunk-side TDM	Subscription-based TAPI Audio Stream <sup>#</sup> (Active Interface)	Station-side RTP Packet Capture (Passive Interface)
Max. Recording Ports per Server <sup>^</sup>	288	250	400
Record External Calls	YES	YES	YES
Record Internal Calls			YES*
Record Encrypted Calls	YES	YES	
Warning Tone Injection	YES (analog only)	YES	
Related Call Lookup		YES	YES
Full-Time Recording	YES	YES	YES

Recording Feature	Audio Collection Method		
	Trunk-side TDM	Subscription-based TAPI Audio Stream <sup>#</sup> (Active Interface)	Station-side RTP Packet Capture (Passive Interface)
Scheduled Recording	YES	YES	YES
ShoreTel Office Anywhere	YES	YES	
Dynamic IP Capture			YES

<sup>^</sup>Small Business Servers are limited to 72 ports.

<sup>#</sup>Due to a limitation with the ShoreTel PBX, if two or more recorded phones are in a conference call with an external party and using this audio collection method, only one of the phones will be recorded.

<sup>\*</sup>This method cannot be combined with the Subscription-based TAPI Audio Stream method to record internal calls. If the customer needs to record internal calls, only install the Station-side RTP Packet Capture method.

## Software and hardware requirements

System	Software Requirements
ShoreTel system	<ul style="list-style-type: none"> <li>• Trunk-side TDM <ul style="list-style-type: none"> <li>○ ShoreTel Release 11.0 or later</li> </ul> </li> <li>• Subscription-based TAPI Audio Stream <ul style="list-style-type: none"> <li>○ ShoreTel Release 11.0 – 12.3</li> <li>○ ShoreTel Release 13.1 Build 18.23.2401.0 or higher</li> <li>○ ShoreTel Release 13.2 or Higher</li> <li>○ The ShoreTel system on a release less than Release 13 cannot use SIP trunks for PSTN connectivity when using this audio collection method</li> </ul> </li> <li>• Station-side RTP Packet Capture <ul style="list-style-type: none"> <li>○ ShoreTel Release 11.0 or later</li> </ul> </li> <li>• A TAPI Application Server license for use exclusively by the Encore system</li> <li>• ShoreTel Remote Application Server installation setup files must be available for installation on the Encore server</li> </ul>
Encore system	<ul style="list-style-type: none"> <li>• Trunk-side TDM, Subscription-based TAPI Audio Stream, or Station-side RTP Packet Capture <ul style="list-style-type: none"> <li>○ Windows Server 2003 supported for ShoreTel releases through 12.3; not supported for Release 13 and higher</li> <li>○ Windows Server 2008 R2 is supported for Release 11 – 12.3; it is <b>required</b> for Release 13 and higher</li> <li>○ CTGate.exe 8.9.1000 or later</li> <li>○ CTShoreTelTAPI.dll 2.4.1000 or later</li> </ul> </li> <li>• The ShoreTel Remote Application Server software must be installed on the Encore server</li> </ul>

When the ShoreTel PBX is upgraded in the future, be sure to upgrade the ShoreTel Remote Application Server installed on the Encore server. If you need assistance with this, contact your dvsAnalytics Reseller or dvsAnalytics Technical Support.

If this software is not upgraded, a status of **Software Mismatch** may show on the **Quick Look** window of the ShoreWare Director.

Server	Status	Services	DB	Used	DISK		
<a href="#">DVS System</a>	In Service	Running		27 %	0	21	108
<a href="#">Encore Recording Server</a>	In Service	Running		31 %	35	40	767
<a href="#">QAVM ShoreTel</a>	Software Mismatch	Running		0 %	35	5	266

System	Hardware Requirements
ShoreTel system	<ul style="list-style-type: none"> <li>• Trunk-side TDM               <ul style="list-style-type: none"> <li>○ No special hardware is required</li> </ul> </li> <li>• Subscription-based TAPI Audio Stream               <ul style="list-style-type: none"> <li>○ No special hardware is required</li> </ul> </li> <li>• Station-side RTP Packet Capture               <ul style="list-style-type: none"> <li>○ Span port on network to route all RTP traffic to Encore server</li> </ul> </li> </ul>
Encore system	<ul style="list-style-type: none"> <li>• No special hardware is required</li> </ul>

## Documentation overview

This document provides integration information for a specific phone system. It helps a user to understand the features and benefits of a particular integration as well as what needs to be configured on the phone system. Configuration steps necessary to enable this integration on the Encore system are covered in the *Encore Installer's Guide* and the *ShoreTel Installation Addendum*.

Conventions used in this guide include:

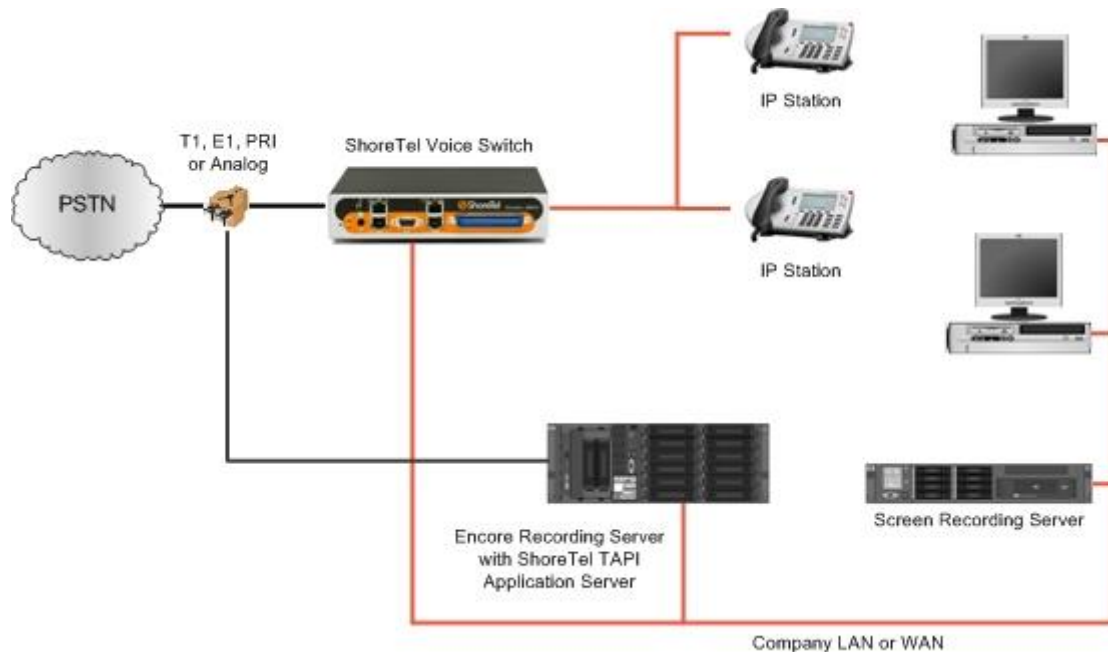
1. Computer commands needed to complete a task appear like this: **Sample** (in black)
2. Keyboard strokes that need to be entered appear like this: [Sample]

## II. Overview

This section provides an overview of each audio collection method. For simplicity sake, the diagrams only display a single Encore server but there can be multiple Encore servers depending on the number of stations to be recorded.

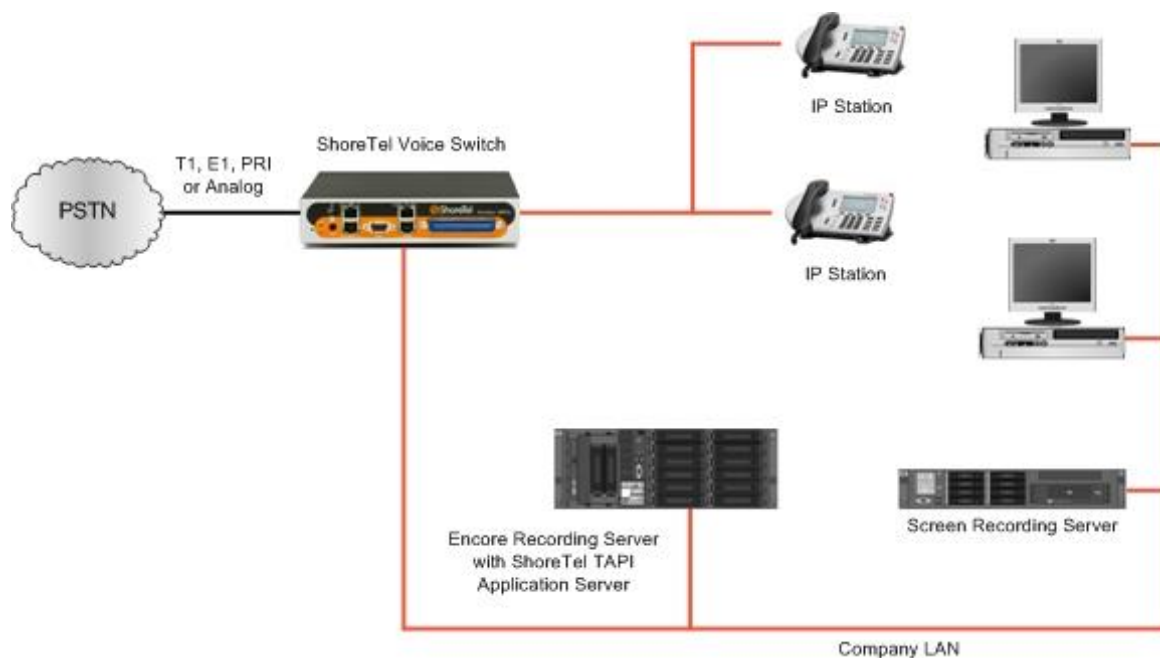
### Trunk-side TDM

The Trunk-side TDM method uses a passive tap on the telephony trunks that connect the ShoreTel system to the PSTN. The trunks can be T1, E1, or Analog. This passive tap is connected to the recording boards in the Encore server. The audio is collected via the passive tap. The ShoreTel Remote Application Server is installed on the Encore server. Based on events received from the TAPI interface, the Encore server collects the audio on the recording boards and the data associated with the call from the TAPI messages.



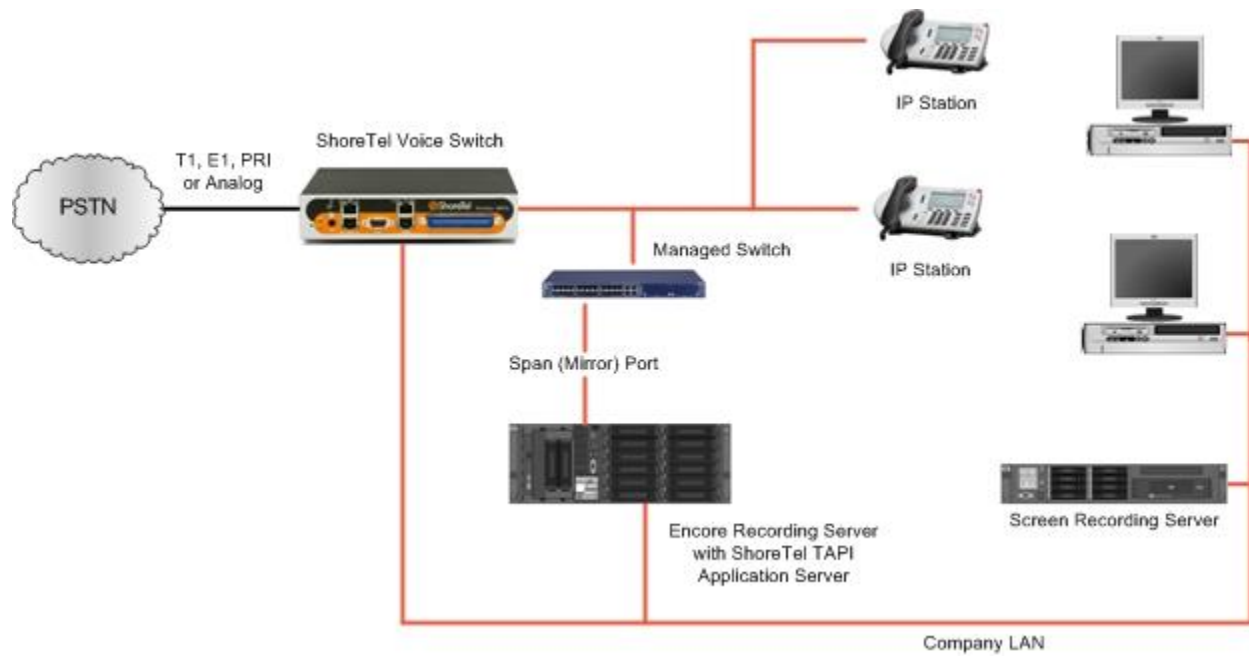
## Subscription-based TAPI Audio Stream

The Subscription-based TAPI Audio Stream method uses the TAPI audio streaming feature to receive the audio directly from the ShoreTel system via the network. The ShoreTel Remote Application Server is installed on the Encore server. Based on events received from the TAPI interface, the Encore server issues a request to the ShoreTel system to send the audio to the route point configured specifically for the Encore system. Encore collects data associated with the call from the TAPI messages.



## Station-side RTP Packet Capture

The Station-side RTP Packet Capture method uses a span port to collect the RTP audio packets directly from the network segment that includes the VoIP traffic. The ShoreTel Remote Application Server is installed on the Encore server. Based on events received from the TAPI interface, the Encore server collects the RTP packets for a specific IP address and converts the RTP data to an audio recording file. Encore collects data associated with the call from the TAPI messages.





### III. Configure ShoreTel System

The steps to configure the ShoreTel system and the screen shots of the ShoreWare Director are based on ShoreTel 10.2 – 13.1. Your screens may be different. It is assumed that the reader has a working knowledge of ShoreWare Director and only needs specific configuration assistance.

Steps 1 and 2 must be performed regardless of the audio collection method. The remaining steps must be completed only if using the Subscription-based TAPI Audio Stream method.

#### Step 1: Verify license

Verify you have a ShoreWare TAPI Application Server license available for the Encore system. You can check this by selecting **Administration | System Parameters | Licenses | Requirements**. If you do not have an available license, contact your ShoreTel representative to purchase a license.

Name	Required	Purchased
<b>Keyed Licenses:</b>		
ShoreWare System License (Enterprise Edition)	1	1
ShoreWare Additional Site License	0	0
ShoreWare Extension License	4	5
ShoreWare Mailbox License	4	5
ShoreWare SoftPhone License	0	0
ShoreWare Additional Language License	0	0
ShoreWare Remote Web Reporting License	0	0
ShoreWare Mobile Call Manager License	0	0
ShoreWare SIP Phone License	0	0
ShoreWare SIP Trunk License	0	0
ShoreWare Standard Resolution Video License	0	0
ShoreWare High Resolution Video License	0	0
ShoreWare Operator Call Manager License	0	0
ShoreWare Professional Call Manager License	0	0
ShoreWare Workgroup Agent Call Manager License	0	0
ShoreWare Workgroup Supervisor Call Manager License	0	0
ShoreWare External Unified Messaging SIP Link	0	0
<b>Self-audited Licenses:</b>		
ShoreWare Personal Call Manager Software	4	4
ShoreWare Remote Server Software	0	0
<b>ShoreWare TAPI Application Server</b>	<b>1</b>	<b>1</b>
ShoreWare Phone API License	0	0

## Step 2: Configure ShoreTel Remote Application Server

The TAPI Application Server can be created and configured before the Encore installation but it cannot be tested until the Encore server is installed. To create and configure an Application Server, select **Administration | Application Servers | HQ / DVS**.

The screenshot displays the 'Edit Server' configuration page for an HQ / DVS Application Server. The interface includes a left-hand navigation pane and a main configuration area with various input fields and checkboxes.

Field	Value
Name	Enc2008QA
Host IP Address	172.20.6.82
Site	dvsAnalytics
SoftSwitch Name	Enc2008QA
Maximum Trunks for Voice Mail Notification (1 - 200)	0
Account Code Local Extension	
Allow Voice Mailboxes	<input type="checkbox"/>
Voice Mail Extension	138
Voice Mail Login Extension	139
Auto Attendant Extension	140
Assigned User Group	Voice Mail Notification
Default Auto-Attendant Menu	Default (Menu) - 700
Voice Mail Interface Mode	<None>
Enable Local Database	<input type="checkbox"/>
Use Database on Server	DVS System

Modify the following fields:

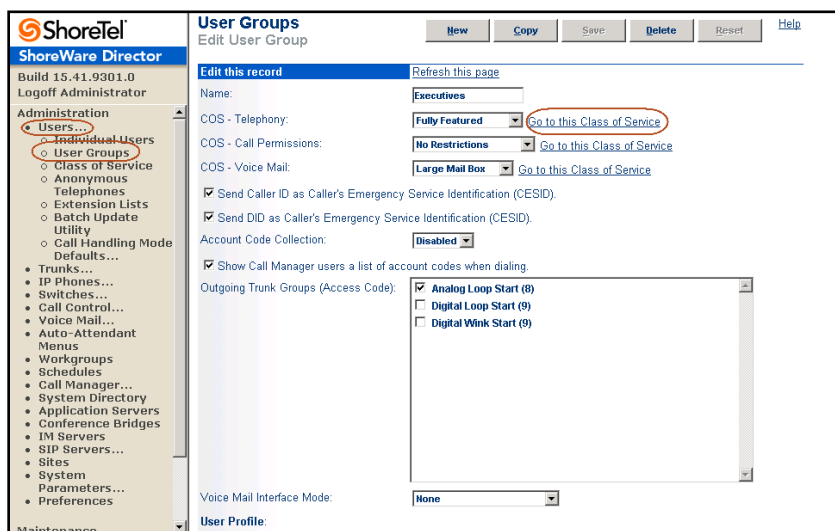
- **Name** – Enter the name of the Application Server. It should be descriptive so it is clear that it is the Application Server for the Encore system.
- **Host IP Address** – Enter the IP address you designated for the Encore server.
- **Maximum Trunks for Voice Mail Notification** – Set this to 0, since voice mail is not used on this Application Server.
- **Allow Voice Mailboxes** – Leave this unchecked since voice mail is not used on this Application Server.

The remaining fields do not need to be modified.

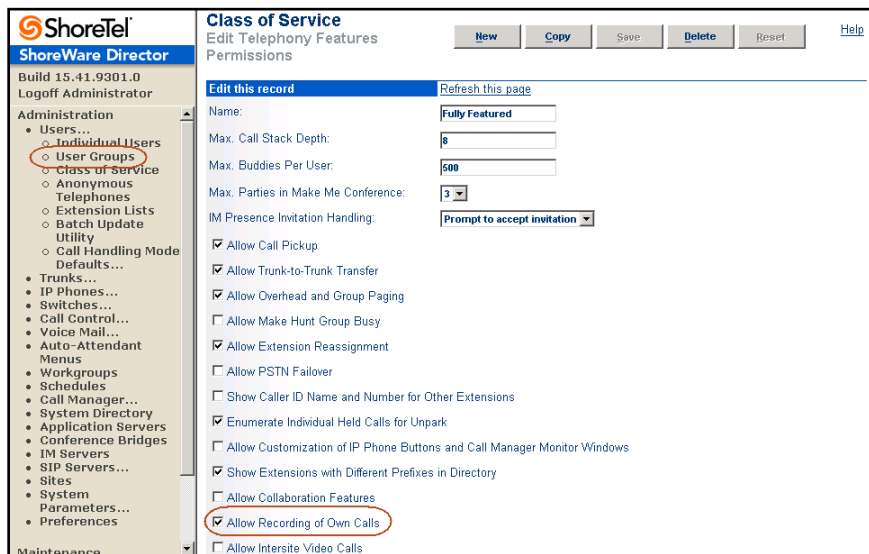
### Step 3: Configure user groups

TAPI Audio Stream is enabled on the users' groups and not the individual users. You can enable it on all users' groups or only the groups associated with the individual users you wish to record. To determine which groups need to be configured, select **Administration | Users | Individual Users**. Determine which users need to be recorded and make note of the User Group(s) associated with those users. Don't worry if a group has both users to record and users that should not be recorded. The Encore system will be configured with the specific extensions to record.

Once you have decided which groups should have audio streaming enabled, select **Administration | User Groups** and click one of the groups that need to be configured. Click the **Go to this Class of Service** link associated with the **COS – Telephony**.



Check the **Allow Recording of Own Calls** option. Select this option for each user group that needs recording enabled.



## Step 4: Configure route point

A minimum of one route point per 200 concurrent recordings needs to be created to allow the ShoreTel system to send the TAPI audio stream to the Encore system. The route point cannot be used by any other application. To create/edit a route point select **Administration | Call Control | Route Points**.

The screenshot displays the ShoreTel administration interface. On the left is a navigation tree under 'ShoreWare Director' with 'Route Points' selected. The main window is titled 'Route Points' and 'Edit Route Point'. It contains several form fields: Name (Encore), Extension (502), DID Range (View System Directory), DID Number, DNIS (Edit DNIS Map), Language (English(US)), User Group (Anonymous Telephones), Route Point Server (Encore Recording Server), Mailbox Server (Escalation Profiles and Other Mailbox Options), Accept Broadcast Messages, Include in System Dial By Name Directory, Make Number Private, Fax Redirect, Call Stack Depth (200), Recorded Name (no audio input), Voice Mail Password (\*\*\*\*), and Escalation Profile (<None>). There are also buttons for Record, Play, Erase, and Import.

Modify the following fields:

- **Name** – Enter a descriptive name for the route point so it is clear the route point is being used by the Encore system.
- **Extension** – Enter the extension number assigned to the route point. If you already have a route point defined, use the next available extension after that one. If no route points are defined, try to use an extension that will not be confused with other real extensions.
- **Route Point Server** – Select the Application Server you created for the Encore server in Step 2.
- **Call Stack Depth** – This field specifies the number of calls that can be streamed through this route point. It should be set to the maximum which is 200.

Make sure all other options are **unchecked** and do not change the default values in the other fields.

If your business model often requires agents to put customers on hold and make another external phone call, it may be necessary for you to set up an additional route point, up to a maximum of three, because any external call that originates or terminates to a recorded phone counts against the 200 maximum calls that can be streamed through the route point. If you think you may often reach or surpass the 200 maximum, then it may be beneficial to set up an additional route point. For example, if a customer is consistently recording 350 concurrent calls, then only two route points would be needed. If, while those 350 concurrent recordings are taking place, 75 agents have their original call on hold and have placed an additional external outbound call, then three route points would need to be configured so that the 425 total external calls in progress have a slot available on the route points.

## Step 5: Configure record warning tone

To enable the ShoreTel system to deliver a record warning tone, select **Administration | Call Control | Options**. Make sure the **Enable Monitor / Record Warning Tone** is selected.

The screenshot shows the ShoreTel administration interface. On the left is a navigation tree with 'Call Control | Options' selected. The main area is titled 'Call Control Options' and contains the following settings:

- General:**
  - Use Distributed Routing Service for call routing.
  - Enable Monitor / Record Warning Tone.
  - Enable Silent Coach Warning Tone.
  - Generate an event when a trunk is in-use for  minutes.
  - Park Timeout (1-100000) after  seconds.
  - Hang up Make Me Conference after  minutes of silence.
  - Delay before sending DTMF to Fax Server:  msec
  - DTMF Payload Type (96 - 127):
- SIP:**
  - Enable SIP Session Timer.
    - Session Interval (90 - 3600):  sec
    - Refresher:
- Voice Encoding and Quality of Service:**
  - Maximum Inter-Site Jitter Buffer:  msec
  - DiffServ / ToS Byte (0-255):  (DSCP = 0x0)
  - Media Encryption:

With this option enabled, the Encore system can control which calls actually receive the warning tone. The configuration selections are: outbound, inbound, or both.

The ShoreTel system is now prepared for the Encore installation.

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## IV. Call Handling Scenarios

This section explains how different calls are displayed in Encore. The descriptions in this section are from a station-side recording system and it is assumed that all stations involved in the calls are configured to be recorded.

Certain situations affect how recordings are created:

- **Hold** – When a call is put on hold, the recording is stopped. When the call is retrieved, a new recording is created.
- **Consultation Call** – If an agent is on a call and then places an internal consultation call, the first call is put on hold and the recording is stopped. The consultation call is recorded as two separate recordings—one for each extension. When each extension hangs up the consultation call, their respective recordings stop. When the agent retrieves the first call, a new recording is created.
- **Blind Transfer** – When a call is blind transferred (also called an unannounced transfer), the first recording ends when the first agent puts the call on hold to initiate the transfer. The second recording begins when the second agent answers the transferred call. The second recording ends when the second agent hangs up the call.
- **Supervised Transfer** – If the agent consults with the third party before transferring the caller to him, a new recording starts for the agent and the third party. The recordings stop when the agent transfers the caller. The caller and the third party are now on the call, and a new recording starts. This recording ends when the third party hangs up.
- **Conference Call** – Two examples of how conference call audio is separated into multiple recording files are shown below.

If the agent drops from the conference call first, the following recordings are created.

- Recording 1 – Agent picks up the outside call and places the caller on hold to initiate the conference. The first recording ends.
- Recording 2 – Agent calls the third party for a consultation. The recording ends when the outside caller is joined to the call and the conference begins.
- Recording 3 – This includes the conversation between the agent and the third party during the consultation, the 3-party conference call audio, and the conversation between the outside caller and the third party after the agent drops from the call.
- Recording 4 – This includes the audio from the beginning of the 3-party conference to the time when the agent drops from the call.

In another example, the third party drops from the conference call first and the following recordings are created:

- Recording 1 – Agent picks up the outside call and places the caller on hold to initiate the conference. The first recording ends.
- Recording 2 – Agent calls the third party for a consultation. The recording ends when the outside caller is joined to the call and the conference begins.
- Recording 3 – This includes the conversation between the agent and the third party during the consultation, and the 3-party conference call audio. It ends when the third party drops from the call.
- Recording 4 – This includes the audio from the beginning of the 3-party conference and the conversation between the outside caller and the agent after the third party drops from the call.
- **Internal Call** – If both extensions are monitored by Encore, two recordings are created—one for each extension.

**If using Subscription-based TAPI Audio Stream to collect audio**, a small portion of the greeting may be missing from the recording. In most situations, it should not exceed a couple of seconds unless there is excessive network congestion or communication issues between ShoreTel devices.

**If using Trunk-side TDM or Subscription-based TAPI Audio Stream to collect audio**, internal calls are not recorded. So, any example above where a call is made to an internal party would not be recorded by Encore.

Consider a conference call as an example. The first recording starts when the agent answers the call. When the agent presses the conference button to make a consultation call, the first recording stops. The second recording starts immediately and it records the hold music that the caller is hearing since internal calls cannot be recorded. When the third party joins the agent and the caller, the second recording continues and it records the conversation.

If one of the agents hang up the call and the caller continues with the other party, the second recording stops and a third recording starts.

Lastly, during a conference call if the third party hangs up before the agent that originally answered the call, the recording does not indicate that it was a conference call. This occurs because the original start command from the first recording overwrites any information that indicates the call was a conference.

---

## V. Data Capture for Calls with Multiple Segments

For the RTP packet capture audio collection method, a recording with multiple segments in a call does not always generate a new recording for each call segment. For example, when a person receives a supervised transfer, the consultation call segment and the transferred segment are merged into one recording, and the call data from the last segment of the call overwrites the data stored from the previous segment. If the last segment does not include a data value, then that value is retained from the previous segment. This is illustrated in the following scenario:

1. An inbound call from 480.222.3333 is answered by John (ext. 111). Encore starts recording John's extension; we will refer to this as Recording A. This data is associated with Recording A:
  - a. Recorded Party Number =111
  - b. Recorded Party Name=John
  - c. Other Party Number =4802223333
  - d. Other Party Name is blank
2. John (ext. 111) makes a supervised transfer to Greg (ext. 112). Recording A between the caller and John stops. Recording B starts to record John's station (ext. 111) and capture the conversation between John and Greg. Recording B includes this data:
  - a. Recorded Party Number =111
  - b. Recorded Party Name=John
  - c. Other Party Number =112
  - d. Other Party Name=Greg
  - e. Consult=Yes

At the same time Recording B starts, Encore also starts Recording C of Greg's station (ext. 112). Recording C includes this data:

- a. Recorded Party Number =112
  - b. Recorded Party Name=Greg
  - c. Other Party Number =111
  - d. Other Party Name=John
3. When John (ext. 111) hangs up his phone to transfer the caller to Greg (ext. 112), Recording B ends. Recording C continues and new data is assigned to it. Because a caller name was not originally provided for the call, the recorder does not erase the existing call data in the Other Party Name field; instead, it retains the original data.
  - a. Recorded Party Number=112
  - b. Recorded Party Name=Greg
  - c. Other Party Number =4802223333
  - d. Other Party Name=John
4. When Greg hangs up his phone, Recording C stops.

If the original call was from an internal party, let's say it was Jen at extension 114, the recorder would create just one recording for Jen (ext. 114) and it would include the conversations with both John (ext. 111) and Greg (ext. 112). The Other Party Number field would show 112 and the Other Party Name field would show Greg because this was the last person she would have talked to.

For the Subscription-based TAPI Audio Stream method, the internal segment of a call is not recorded. Consider the following scenario:

1. An inbound call from 480.222.3333 is answered by John (ext. 111). Encore starts recording John's extension; we will refer to this as Recording A. This data is associated with Recording A:
  - a. Recorded Party Number =111
  - b. Recorded Party Name=John
  - c. Other Party Number =4802223333
  - d. Other Party Name is blank



2. John (ext. 111) makes a supervised transfer to Greg (ext. 112). Recording A between the caller and John stops, and the conversation between John and Greg is not recorded because it is an internal call.
3. When John (ext. 111) hangs up his phone to transfer the caller to Greg, Recording B starts to record the conversation between Greg and the caller. Recording B includes this data:
  - a. Recorded Party Number=112
  - b. Recorded Party Name=Greg
  - c. Other Party Number =4802223333
  - d. Other Party Name is blank
4. When Greg hangs up his phone, Recording B stops.

---

## Appendix 1: Glossary

### **abandoned call**

An incoming call which is answered by the ACD but terminated by the caller before it is answered by an agent.

### **ACD**

Automatic Call Distributor. An application that answers calls and directs them to a predetermined queue, or line, of waiting calls. In most cases, the ACD ensures that the first call in is the first call answered. It also determines which agent receives a call based on predetermined criteria such as idle time or availability and generates reports on call volume and distribution.

### **agent**

A person who handles phone calls. Other variations include operator, attendant, representative, customer service representative (CSR), telemarketer, phone sales representative (TSR), and so on.

### **ANI**

Automatic Number Identification. For inbound calls, this is the customer's number (may not be supported by the trunk). For outbound calls, this is the dialed number.

### **automated attendant**

A voice processing system that answers calls with a recording and then enables callers to press touch-tone buttons to navigate through a menu system to a person, department, or voice mail.

### **call direction**

The direction is either incoming (inbound) or outgoing (outbound).

### **Call GUID**

A unique identifier used by the database to locate each recording. The call identifier for a recording can be viewed in Encore.

### **call ID**

Used for Related Call Feature.

### **call record**

An entry in a database that holds the data associated with a call.

### **call type**

The call type is either internal or external.

### **consultation call**

This field shows **Yes** when the recording is a consultation call.

### **dialed number**

Captured for outbound calls and is stored in the ANI field.

**digital recording**

A method of recording that converts analog sound into a series of pulses that are translated into binary code, which is read by computers.

**DNIS**

Dialed Number Identification Service. For inbound calls, this is the number the customer dialed or the agent's extension number (may not be supported by the trunk).

**dynamic IP capture**

Encore captures a phone's IP address from the TAPI messages allowing an agent to hot desk to any phone while still retaining the ability to record the agent using the Station-side RTP Packet Capture method.

**encrypted calls**

Calls that have the audio RTP packets encrypted. This prevents 3<sup>rd</sup> party applications, such as the Encore system, from using the RTP packets for recording.

**extension**

The number associated with a person's station. Extension and station are sometimes used interchangeably.

**external calls**

In these calls, the calling or called parties are outside the PBX.

**full-time recording**

This method uses the Recording Engine to record all conversations for the defined endpoints.

**hunt group name**

If the call is a hunt group call, then the name of the hunt group is stored in this database field. If the call is not in a hunt group, then the field is blank.

**hunt group number**

If the call is a hunt group call, then the number of the hunt group is stored in this database field. If the call is not in a hunt group, then the field is blank.

**inbound**

Calls which are received/answered by a recorded party.

**internal calls**

In these calls, the calling and called parties are extensions on the PBX.

**media encrypted calls**

Calls that have the audio RTP packets encrypted. This prevents 3<sup>rd</sup> party applications, such as the Encore system, from using the RTP packets for recording.

**other call ID**

Used for Related Call Feature.

**other party name**

Name of the other party on the line with the person being recorded, may be blank if this is an external call.

**other party number**

Number of the other party on the line with the person being recorded; if external and incoming call, this is an ANI.

**outbound**

Calls which are initialed/placed by a recorded party.

**PBX (PABX)**

Private (Automated) Branch Exchange. The phone system to which the office phones are connected.

**recorded party name**

Name of person being recorded.

**recorded party number**

Number of person being recorded.

**recording**

The audio recording, screen recording, and database record associated with a single phone call or conversation.

**related call lookup**

A customer's experience in a call center may include multiple recordings even though the customer was on one, continuous call. This feature shows recordings that are related to the selected recording.

**scheduled recording**

This method uses the ESO Engine 2 to only record the defined endpoints according to the recording schedule. For instance, Encore may only record 50% of the calls on the defined endpoints instead of 100% as is automatically done for full-time recording.

**ShoreTel Office Anywhere**

A ShoreTel feature that allows users to assign their extension to any phone, including a mobile phone or home phone.

**station**

A phone connected to the PBX.

**TAPI (Telephony Application Programming Interface)**

A telephony software interface included in Microsoft Windows operating system that supports the incorporation of telephony control by other applications.

**third call ID**

Used for Related Call Feature.

**trunk**

The connection between the phone company and the PBX that carries incoming calls.

**user name**

The ShoreTel User Name can be captured in the fldAgentLoginID field.

**warning tone injection**

A tone that is played every 15 to 30 seconds to indicate to all parties that the call is being recorded.

**work group name**

If the call is a work group call, then the name of the work group is stored in this database field. If the call is not in a work group, then the field is blank.

**work group number**

If the call is a work group call, then the number of the work group is stored in this database field. If the call is not in a work group, then the field is blank.