ShoreTel Call Recorder

Overview
- Automatic recording of external calls continuing through call transfers and redirections
- Persistent call recording captures 'cradle to grave' caller interactions including those with IVRs, VoiceMail, Hunt Groups, Workgroups, and other extension types
- Flexible Call Record Profiles to effectively record what needs to be recorded
- User control of Save/No Save and Pause/Resume of call recording
- Pause/Resume support allows agent to not record sensitive information (e.g. customer credit card number,) thereby facilitating PCI compliance
- Configurable Customer Stop Recording key
- Automatic storage in multiple file systems and/or multiple ShoreTel VoiceMail boxes
- Custom folder & file names in call recording archives
- Custom Subject: and From: fields in ShoreTel Voicemail box
- Web-based Recorder Player
  - Convenient searching, downloading, and management of recordings
  - Playback via phone or computer
  - Player URL access allows recording links to be embedded within web based applications including Salesforce.com and Contact Center Interaction Viewer among others

Benefits
- Cost-effective native ShoreTel pure-IP application
- Facilitates organizational training and operational reviews for improved customer service and fraud prevention
- Quick & easy call recording retrieval
- Configurations to help comply with national and local laws such as PCI DSS standard
- 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.com and other applications

Target Customers
- Any customer for whom audio call recording, storage, and management is critical