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Did you know?

The ShoreTel system allows you, with proper permission, to *record* active calls you are currently on. This feature is useful for certain users including writers, interviewers, sales people, lawyers that must record calls for important business reasons. A custom key can be programmed on the phone, depending on model, to invoke the record feature for quick, one-touch feature operation. This feature is also available from your Personal Call Manager screen and can be, with ShoreTel 7 and above, assigned to a programmable button for quick access.



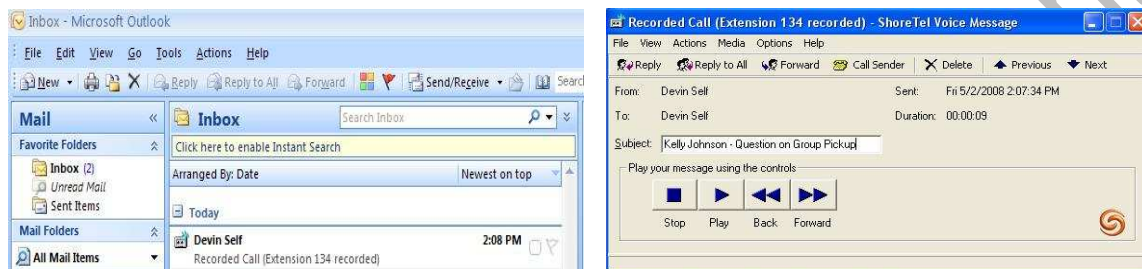
With older PBX systems, you were allowed expensive, proprietary 2-4 port physical, hardware-based cards that allowed for recording calls. Yet, these ports were shared with voicemail and if two ports were in use for voicemail purposes, only two ports were left for call recording. For a mid-large size company, this wasn't enough and it either had to purchase more cards or purchase an entirely new chassis. In today's solutions we see the same methodology with proprietary server solutions that require proprietary hardware and only support specific Windows Server platforms.

Alternatively, with a standards-based ShoreTel system, users are allowed up to 254 "logical" ports, not physical, standard. The system allows you to run it on any Windows Server platform and if 254 ports aren't sufficient, then add another server. It's really that simple.

When understanding the real world implications of recording a call, you can see it offers more than you would think in certain situations:

- You give a quote to a client over the phone – Customer says you gave a different price
- You give a training session and want to use both the good and the bad call examples – Customer satisfaction rating not reaching goal
- You call a customer back regarding an accounts payable – Customer threatens to sue over verbal abuse/harassment

As you can see, recording a call can be used not only for legal protection, but also as a tool for training or enhancing an employee's phone skills, as well.



Back in the PBX days things were cumbersome. Recorded calls were archaically archived and numbered with the inability to rename them making retrieval an arduous task. Since they were recorded in proprietary format, you weren't able to play them back on other systems, nor could they be sent to a recipient. With ShoreTel, all recorded calls automatically arrive in your inbox where you can decide to name the call, where you would like to save the call and who you would like to forward the call to. Since the call is saved in WAV Audio for Windows format, anyone with a multimedia PC can play them back. Recorded calls are notified to you the method as voicemail messages.

“Call recording gives businesses accurate insight into their call center operations, offering the kind of concrete information they need to speed their responsiveness and better meet their customer needs. Only when that happens can a business guarantee its success.”

—ShoreTel

If you need this feature, please review with your system administrator.



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