

# ShoreTel Connect CLOUD Call Recording



## EASY-TO-USE, SEARCHABLE RECORDINGS ARCHIVE

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.

### What does it do?

ShoreTel Connect CLOUD Call Recording gives subscribers the ability to record phone calls and retrieve the recording via a Web interface. All calls can be automatically recorded, or call recording can be configured for selective use with the push of a button on the telephone.

### Who is it for?

#### Business

Users often want to review conversations to ensure they have captured relevant information from the call. Call recording is an easy way to look back for conference call participant names or pass recordings for transcription to text services.

#### Sales

Sales people need to review calls immediately or append to a CRM for future reference. The call is delivered in a WAV format and can easily be added to a task or a record in a CRM system.

#### Training and coaching

Recorded calls can be used to review an employee's performance in conducting a call, providing feedback and identifying what works well.

#### Call centers

Recording interactions with customers is an important tool for training and transaction verification. All calls can be recorded and reviewed to ensure compliance and improve customer satisfaction.

### BENEFITS

- Recordings are easily retrieved through a simple Web interface.
- Search for names, calling numbers, time, the date, the call duration, and more.
- Fast and easy management of recordings.
- No additional equipment required at your location.



Works with ShoreTel Connect CLOUD

**How does it work?****Record**

Call recording can be enabled for all calls or initiated from the telephone station with push of a button. Call recording can be paused during recording. Users can capture the entire call even if recording is initiated after the call has started.

**Playback**

Recordings appear in the user's Web interface and can be searched with filters and downloaded. Playback uses any commercial media player like Windows Media Player or Apple QuickTime.

**Manage**

The phone administrator manages the type of recording capability for each user on the system through an easy-to-use Web interface. Users can be designated to have all calls recorded or given the capability to choose calls to be recorded

from their telephone stations. All recordings can be managed for retrieval and storage. Call recording data records are accessible for searching and reporting.

**How to buy**

ShoreTel Connect CLOUD Call Recording is a subscription based service that can be added to any ShoreTel Connect CLOUD user's profile. ShoreTel makes it easy!

Want to know more?  
Talk to an expert.  
Visit [www.shoretel.com/findareseller](http://www.shoretel.com/findareseller)

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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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