



Engage Contact Center Suite Nortel Compatibility Guide

WHETHER YOU ARE A SMALL BUSINESS OR A LARGE CONTACT CENTER, ADD ENGAGE TO YOUR NORTEL PLATFORM

TelStrat's Engage Record seamlessly integrates with Nortel systems, providing the convenience and practicality of easily recording, playing back, and distributing telephone conversations from the desktop, whether from analog, digital, or IP phones.

Since 1993, TelStrat and Nortel have been delivering quality voice networking solutions that allow organizations the opportunity to decrease communication costs while improving efficiency and management control of communication systems. Our specially-designed systems have earned certification for Nortel-compatibility.

Engage Record is packed with useful, unmatched features for Nortel systems from the phone or desktop. Conversation Save™, one-touch, on-demand recording, can record an entire call from its beginning, even if the command is triggered mid-call. Nortel phone displays even indicate when a call is being recorded for added assurance that a conversation is being captured. Administrators can also set calls to automatically record based on a set of criteria (agent ID, DNIS, date, time, duration of call, etc.) or any combination of criteria.

Engage Record is the only "in-skin" solution for Nortel digital phones such as the Meridian 1 and the CS 1000. Integrated Conversation Save™ button captures calls directly within the digital PBX using the exclusive, custom-designed TelStrat Application Line Card (TALC) that operates within digital PBXs in place of digital line cards (xDLCs). Storage options range from local hard drive cache and DVD archiving, to remote mass archiving, including SAN/NAS support.

SUPPORTED SYSTEMS

- Nortel Meridian™ 1 PBX
- Nortel CS 1000
- Nortel BCM 50, 200, 400, 450
- Nortel Norstar™
- Nortel SL-100
- Nortel CS 2100





FEATURES

Supported Equipment

- Nortel digital phones, including: Meridian, M2250 Attendant Console, BCM, Norstar
- Nortel IP Phones, including: i2001, i2002, i2004, and i2007; IP Softphone 2050
- Analog phones
- Conventional radios
- Analog DISA trunks
- Remote Gateway 9115/9150
- Centrex lines/trunks
- All analog phones and all digital or VoIP phones using T1/E1 ISDN PRI trunks

	RECORD CALLS			CONVERSATION SAVE™ ON PHONE			CONVERSATION SAVE™ ON DESKTOP		EMAIL CALLS	
	Incoming/Outgoing	Internal Staff	Remote Phones	Save in mid-call	Record	Delete	Save in mid-call	Record	Automatically	Manually
Analog Phones	●	●					●			●
Norstar/BCM Trunk Side	●		●	●	●	●	●		●	●
BCM IP Station Side	●	●	●				●	●	●	●
Nortel CS-1000, CS2100 Digital	●	●	●	●	●	●	●	●		●
Nortel CS-1000 VoIP	●	●	●				●	●		●
Nortel Trunk Side w/MLS	●		●				●	●		●
Handset Radios	●									●

Engage Suite is compatible with a wide range of Nortel contact center products, including Symposium, Symposium Express, and Contact Center.

Engage Manage interfaces using standard CTI protocols. Engage Capture, Score, Coach, and Assist do not require CTI integration. For details, contact your authorized telecom equipment reseller or TelStrat.

For more information on the Engage Contact Center Suite, contact your authorized telecom equipment reseller or TelStrat.



6900 K Avenue | Plano, TX 75074 | USA
 Phone: +1-972-543-3500 (Americas) | +44 (0) 7952 764119 (United Kingdom, European Union)
 +44 (0) 7796 262292 (Russia, Middle East, Africa) | +61 (0) 4 5004 5722 (Asia Pacific)
www.telstrat.com | sales@telstrat.com | support@telstrat.com