



Engage Contact Center Suite ShoreTel Compatibility Guide

TOTAL RECORDING, QUALITY MONITORING, & WORKFORCE OPTIMIZATION FOR THE SHORETEL PLATFORM

Experience the rich capabilities and practicality to easily record, play-back, and distribute telephone conversations from the desktop with the award-winning Engage Contact Center Suite integrated with ShoreTel systems.

The award-winning Engage Suite provides an unmatched combination of benefits, including best-in-class ease of use, a rich feature set, outstanding scalability, and a surprisingly low total cost of ownership. Engage Suite is compatible with ShoreTel systems and Engage Record has the ability to record phone conversations on any analog, TDM, VoIP, or mobile phones.*

ShoreTel interoperability features with Engage Suite:

- Records calls automatically, according to user-defined rules, or on-demand using Engage's exclusive Conversation Save™ technology. When activated prior to the end of the call, Conversation Save captures the complete call from its inception.
- Simultaneously record up to 1000 phones per server.*
- Optional storage ranging from local hard drive cache and DVD archiving, to remote mass archiving, including SAN/NAS support.
- Full support for audio conversation capture using TelStrat's innovative T-SPAN or ShoreTel's native TAPI/WAV technology.
- Store call-related data such as Calling Line Identification (CLID), Dialed Number Identification Service (DNIS), and the extension number or Directory Number (DN) of the phone extension that placed or received the call.
- Optional support for AES 256 bit encryption, Microsoft clustering, & virtual servers. Optional Engage SDK toolkit allows 3rd party application integration.

SUPPORTED SYSTEMS

- ShoreWare Core Software v.10.1 or later
- ShoreWare TAPI Application Server
- Digital Trunking Switches (220T1, 220T1A, 220E1, T1k, and E1k)
- BRI Trunking Switches (90BRIV, 90BRI, and 30BRI)
- Analog Trunking Switches (120, 90V, 90, 50V, 50, and 30)
- Analog Extensions (ShoreTel Voice Switch 24A)
- ShoreTel VPN Concentrator
- ShoreTel InGate SIParator
- ShoreTel Conference Bridge
- ShoreTel IP phones (565g, 560g, 265, 230g, 230, 212k, 115, 110, 8000, and BB24)

*Configuration dependent





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

Engage Suite is ShoreTel compatible using ShoreWare Core Software v. 10.1 or later with ShoreWare TAPI Application Server and generally applicable to these hardware environments:

- **IP line-side calls via T-SPAN or external/trunk (A/D) calls via TAPI/WAV:**

| | |
|------------------------|------------------------|
| ShoreGear 120 | IP & A-Trunk |
| ShoreGear 90/90V | IP & A-Trunk |
| ShoreGear 90BRI/90BRIV | IP & D-Trunk |
| ShoreGear 50/50V | IP & A-Trunk |
| ShoreGear 30 | IP & A-Trunk |
| ShoreGear 30BRI | IP & D-Trunk |
| ShoreGear 220T1 | IP & D-Trunk |
| ShoreGear 220T1A | IP & D-Trunk & A-Trunk |

All ShoreTel IP phones
- **External/Trunk (Digital) calls only via ShoreTel Native TAPI/WAV:**
 - ShoreGear T1k
 - ShoreGear E1k



Engage Record is the only call recording solution with the one-click Conversation Save™ feature that records the entire conversation even if activated in mid-call.

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



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