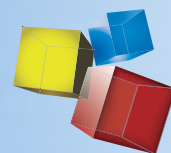


# *Transcend United Technologies: ShoreTel Call Recording*



**TRANSCEND**  
UNITED TECHNOLOGIES  
Your Blueprint for Simplifying IT

[www.transcendunited.com](http://www.transcendunited.com)



## Maximize your ShoreTel investment

Customer demands and industry regulations continually challenge your business processes and quality control mechanisms. With evermore focus on customer satisfaction, retention and satisfying legal requirements you need agile solutions to stay ahead of the competition and focus on growing your business. LiquidWare Recorder, from Transcend United, is designed for businesses seeking to maximize their investment in their ShoreTel with the understanding that your business needs will continually change over time. As changes in your business requirements change you need integrated systems that will allow you to easily adapt to the winds of change. LiquidWare Recorder is a cost-effective, easy to install and maintain, yet flexible call recording solution designed exclusively for ShoreTel®.

### ***Easily find any call for Liability Protection, Compliance & Quality Assurance***

Your organization strives to reduce risk and insure your customers' experience will keep them coming back for years to come. The right call recording system is key to insuring a quality customer experience in addition to meeting regulatory compliance mandates.

### ***Powerful tools for your business***

Reliable Full time Audio Recording | Compliance & Sales Verification | Insure Customer Satisfaction

#### **MULTI-LEVEL ACCESS RIGHTS**

Flexible access rights allow administrators to assign permissions for recording and playback on a per-user or group basis.

#### **MOBILITY SUPPORT**

Record calls even when using ShoreTel's AnyPhone, Office Anywhere, VPN Phone or Mobile Call Manager features.

#### **SEARCH AND RETRIEVE**

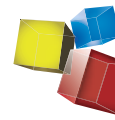
Specific recordings can be found easily and quickly using multiple search criteria including: Time and Date, Caller ID, Phone Number, Extension, DNIS.

#### **MULTI-SITE SUPPORT**

Telephone calls can be recorded at any location, connected via a WAN, using a single LiquidWare Recorder Appliance.

#### **BENEFITS**

- *Lowest TCO*
- *100% call recording-anyone, anywhere*
- *Mitigate risk*
- *Ensure accuracy*
- *Retro on-demand recording*



## Transcend United difference

- Supports multi-site deployments
- Simple web-based management
- Records T1, T1 PRI & POTS line trunk calls from any location
- Supports ALL ShoreTel mobility features
- Purpose built for ShoreTel

## Specifications

- Operating System: Windows Server 2008 for Telecommunications Systems
- Licensing: Per Concurrent Call Basis
- Storage Requirements: 267 hrs of recording per GB of storage
- Supported Protocols Include TAPI, g.729a, g.711, ADPCM, Linear CODECs

## MULTIPLE RECORDING TRIGGERS

Telephone calls can be recorded at any location using a single LiquidWare Recorder Appliance.

## PLAYBACK AND USE

Call recordings are played back through your PC speakers or emailed.

## CALL LOGGING

View detailed information about recorded calls by day, week, month, extension or by a custom date range.

## GLOBAL AND PRIVATE FILTERS

Save your favorite search criteria as a favorite for quick access to your most frequent searches.

## AUDIT

Automatic logging of all access to recordings for compliance.

## CATEGORIES

Assign calls by type to categories for simple grouping of calls.

## Technology

- LiquidWare Recorder records ShoreTel phone calls by natively integrating with ShoreTel TAPI
- LiquidWare Recorder integrates with the ShoreTel System and runs on a purpose-built appliance.
- LiquidWare Recorder solution requires no proprietary hardware for LAN port mirroring, or complex installation.
- LiquidWare Recorder leverages intersite codecs used in your ShoreTel deployment across multiple sites.

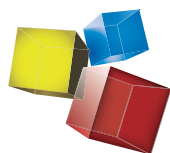
## Architecture

### LIQUIDWARE RECORDER SOFTWARE:

- Managed like a Distributed Voicemail Server
- Leverages ShoreTel System Multi-site Single Image design to record any user from any location. Scalability is achieved by adding LiquidWare Recorder Server.
- Web-based interface

### LIQUIDWARE RECORDER BASE PACKAGES:

- LiquidWare Appliance & OS License
- LiquidWare Recorder Server Software
- Pre-configured system installation
- Flexible storage options to store call recordings on local disk NAS/SAN



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