

IP Call Recording

ShoreTel® & Telrex



Products

CallRex Professional

- VoIP Call Recording Software scales to thousands of users
- Supports multiple sites
- 100% recording
- Triggered recording
- On-demand recording
- Silent monitoring
- Advanced search and playback
- High quality recording
- Streamlined archiving
- Attach to email, link to CRM and more.

CallRex Express

- VoIP Call Recording Software supports 5–15 users
- Single server, single site
- Automatic 100% recording
- Triggered recording
- On-demand recording
- Silent monitoring
- Basic search and playback
- High quality recording
- Streamlined archiving
- Attach to email, link to CRM and more.

ShoreTel and CallRex Integration

Overview

Telrex is the leading provider of call recording and call center optimization solutions to small and medium business. The award-winning CallRex suite of software includes IP call recording and monitoring designed with the manager in mind. Telrex offers its CallRex suite of recording, monitoring, analytics, training and evaluation software through value added resellers worldwide.

Solution

CallRex provides IP call recording and monitoring, and is certified interoperable with the ShoreTel enterprise phone system. CallRex provides 100% recording, automatically triggered recording, live monitoring, and on-demand recording with CallRex LookBack™ to capture the entire conversation at any time during the call. CallRex features advanced search and playback for easy retrieval, playback and use of recorded calls. CallRex is scalable, proven and affordable for businesses of all sizes.

CallRex is an all software solution that runs on industry-standard servers. CallRex utilizes passive network monitoring technology and requires no physical integration with the ShoreTel enterprise phone system. CallRex software captures VoIP packets via port mirroring at the data switch and utilizes ShoreTel's Telephony Application Programming Interface (TAPI) in a ShoreTel Application Server (Distributed Voicemail Server) to receive call control information. CallRex captures caller ID (CID), Dialed Number Identification Service (DNIS) and additional call details. CallRex supports G.711, G.729(a) and G.729 (simple).

Additional Products

CallRex Multi-Media

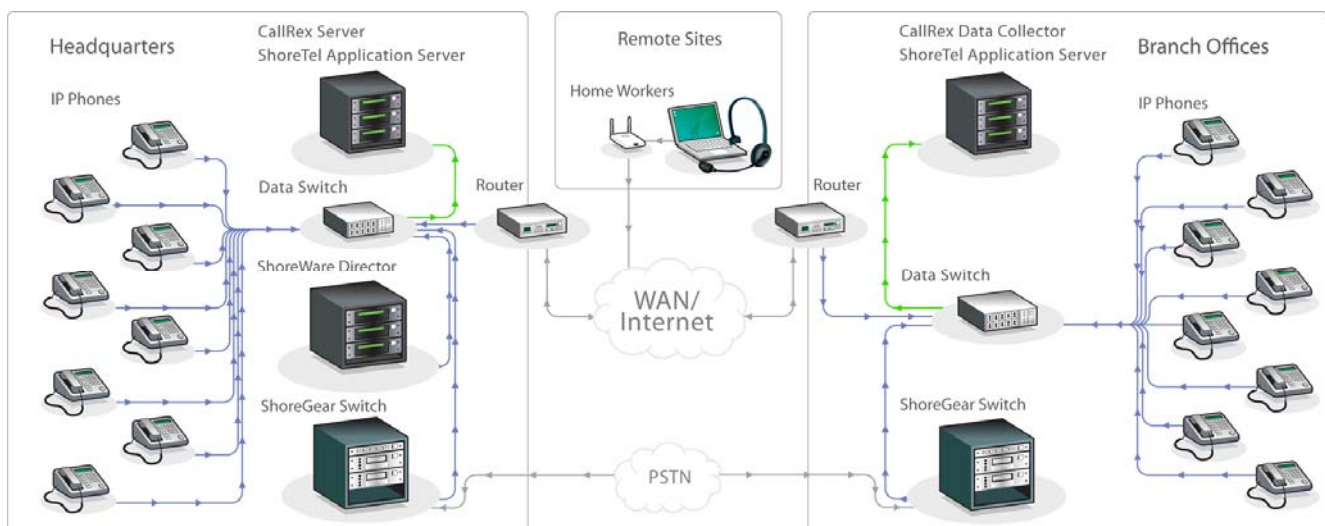
- Computer recording and monitoring / screen capture complements voice recording
- Designed for Call Centers agent training & monitoring
- 100% recording
- Triggered recording
- On-demand recording
- Silent monitoring

CallRex Agent Evaluation

- Utilize call recordings for objective call evaluations
- Improve agent performance
- Multiple evaluation standards
- Customizable agent coaching
- Detailed reporting
- Evaluator skills analysis

CallRex API

- Integrate call / computer recording and monitoring with business applications



"I recommend CallRex for its ability to record and monitor IP calls and for its affordability."

"We like the modular licensing. There is not a large upfront cost, and we can expand on a per seat basis. With a lot of other solutions the main cost is upfront, and it would have limited our ability to implement call recording."

"Overall the system works well, and the Telrex guys have been very easy to work with. I would give them a 9.5 on a scale of 10."

Ron Wiseman
IT Manager
Colorado Dept. of Corrections



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Benefits of Call Recording & Monitoring

Improve Customer Service

Call recording and monitoring enable managers and employees to review customer calls to ensure appropriate and high quality service is provided, every time to every customer.

Ensure Order Accuracy

Errors in order processing and fulfillment cost businesses money. Call recording enables managers and employees to review calls to ensure that order details are captured accurately and costly mistakes are avoided.

Meet Regulatory and Legal Requirements

HIPAA, GLBA, SOX and other SEC regulations either require call recording or are addressed by call recording. A growing number of vertical markets are affected by regulations, either directly or to ensure compliance with their customers' or suppliers' requirements. Call recording and monitoring enables businesses to meet legal requirements and demonstrate a pattern of compliance over time.

Avoid Disputes

When there is no record of verbal agreements, avoiding disputes while maintaining business relationships can be difficult and costly. Call recording provides an undisputable record of verbal agreements to ensure all parties agree on the facts.

Increase Security

Call recording and monitoring provides an additional measure of workplace safety and protection of sensitive business information.

Customer Value

CallRex IP call recording and monitoring provides businesses and call centers with an easy to use, scalable and affordable solution for ShoreTel enterprise phone systems. CallRex enables ShoreTel customers to grow at their own pace without significant upfront investment or purchase of expensive proprietary hardware.

About Telrex

Telrex provides call recording and call center optimization solutions to small and medium business. CallRex is certified interoperable with the ShoreTel enterprise phone system. The CallRex platform integrates with business and communications applications through the CallRex API. Telrex offers its CallRex suite of recording, monitoring, analytics, training and evaluation software through value added resellers worldwide.

About ShoreTel, Inc.

ShoreTel is a leading provider of enterprise IP telephony solutions. The Telrex-ShoreTel solution provides customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership.

Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.