

Mitel MiVoice Connect Integration Guide

Encore Workforce Optimization Solution
Version 7.1 or later

November 9, 2019



**For Dealer
and Customer
Use Only**

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Introduction

The Encore system integrates with the Mitel MiVoice Connect system via the ShoreTel Remote Application Server (also known as the ShoreTel TAPI Application Server). If using the ShoreTel Enterprise Contact Center (ECC) ACD, both Encore call recording and Encore Community integrates with ECC using the Group Activity API. Integrating with the Mitel MiVoice Connect system allows the Encore system to successfully perform the following functions:

- Audio Collection – Capture the audio that needs to be recorded.
- Recording Control – Receive the necessary events that signal when Encore must start and stop recording.
- Data Capture – Receive data associated with the call.
- Group Activity Data – Receive data associated with queues and agent activity to associate queue data to the call and capture real-time agent activity for schedule adherence.

Supported Call Data Capture

The following is a list of the supported call data elements that can be collected with each recording. Not every element is applicable for each call. For example, if the call being recorded is an internal call, the Trunk field is blank. For a description of each data element, refer to “[Appendix 1: Glossary](#)” on page 30.

- | | | |
|------------------------------|------------------------------|------------------------------|
| • Agent Name ¹ | • DNIS | • Priority ¹ |
| • Agent Number ¹ | • ECC Call ID ¹ | • Recorded Party Name |
| • ANI | • Extension | • Recorded Party Number |
| • Call Direction | • Group ID ¹ | • Service ID ¹ |
| • Call ID ² | • Group Name ¹ | • Third Call ID ² |
| • Call Type | • Hunt Group Name | • Trunk |
| • Consultation Call | • Hunt Group Number | • User Name |
| • Customer ID ¹ | • Other Call ID ² | • Work Group Name |
| • Customer Name ¹ | • Other Party Name | • Work Group Number |
| • Dialed Number | • Other Party Number | |

1. These fields are only available when using ShoreTel Enterprise Contact Center

2. These fields include the Call GUID depending on the type of call, such as consultation, transferred, etc.

If using ShoreTel ECC, up to 30 custom fields may be captured, such as Account Number, Balance and Due Date. For configuration steps to set up ECC, see “[Step 6: Configure for ECC - Optional](#)” on page 21 and “[Step 8: Extract and store call profile information in TAPI - Optional](#)” on page 25.

Supported Recording Features

Use the following matrix to determine which audio collection method is best for your business needs. For example, if you need to record internal calls, you must use Station-side RTP Packet Capture. If you find that more than one collection method will work for you, talk to your Encore representative about

which method is more cost-effective. Features specific to Mitel MiVoice Connect are explained in “Appendix 1: Glossary” on page 30.

RECORDING FEATURE	AUDIO COLLECTION METHOD			
	TRUNK-SIDE TDM	STATION-SIDE RTP PACKET CAPTURE ³ (PASSIVE INTERFACE)	SUBSCRIPTION-BASED TAPI AUDIO STREAM ¹	TRUNK-SIDE SIP PACKET CAPTURE
Max. Recording Ports per Server ²	288	500	250	500
Record External Calls	YES	YES	YES	YES
Record Internal Calls		YES ³		
Record Encrypted Calls	YES		YES	YES ⁴
Related Call Lookup	YES	YES	YES	YES ⁵
Suspend/Resume on Hold	YES	YES	YES	
ShoreTel Office Anywhere	YES		YES	YES
Dynamic IP Capture		YES		
Warning Tone Injection	YES (analog only)		YES	

1. Due to a limitation with the ShoreTel PBX, if two or more recorded phones are in a conference call with an external party and using this audio collection method, only one of the phones will be recorded.
2. Small Business Servers are limited to 72 ports.
3. This method cannot be combined with the Subscription-based TAPI Audio Stream method to record internal calls. If internal calls need to be recorded, only the Station-side RTP Packet Capture method can be used.
4. If the encryption occurs at the station, Encore can record the encrypted calls. If the encryption occurs at the trunk, Encore cannot record encrypted calls.
5. Does not include internal calls since they are not recorded.

Software and Hardware Requirements

SYSTEM	SOFTWARE REQUIREMENTS
Mitel MiVoice Connect system	<ul style="list-style-type: none"> • Trunk-side TDM <ul style="list-style-type: none"> ○ ShoreTel Connect ONSITE 1.0 or higher ○ ShoreTel Release 11.0 or higher • Subscription-based TAPI Audio Stream <ul style="list-style-type: none"> ○ ShoreTel Connect ONSITE 1.0 or higher ○ ShoreTel Release 11.0 – 12.3 ○ ShoreTel Release 13.1 Build 18.23.2401.0 or higher ○ ShoreTel Release 13.2 Build 18.41.7901.0 or higher ○ A system on a release less than ShoreTel Release 13 cannot use SIP trunks for PSTN connectivity when using this audio collection method • Station-side RTP Packet Capture

SYSTEM	SOFTWARE REQUIREMENTS
	<ul style="list-style-type: none"> ○ ShoreTel Connect ONSITE 1.0 or higher ○ ShoreTel Release 11.0 or higher ● A TAPI Application Server license for use exclusively by the Encore system ● ShoreTel Remote Application Server installation setup files must be available for installation on the Encore server ● If using the ECC ACD, use version 6 or higher <ul style="list-style-type: none"> ○ For ECC 6 – An available Group Activity API license, controlled by a self-audited license, is required ○ For ECC 7 or later – An available Group Activity API license is required ○ If using ShoreTel Connect Contact Center ONSITE 1.0 or higher, an available Group Activity API license is required ● If using the CCIV custom link to the Encore URL Player, use: <ul style="list-style-type: none"> ○ ShoreTel ECC 8 or higher with CCIR or ShoreTel Connect Contact Center ONSITE 1.0 or higher with CCIR ○ ShoreTel CCIR Transform Service 2.0.0 or higher ○ ShoreTel CCI Viewer 2.0.0 or higher ○ ShoreTel Application License Service ○ Contact Center Interaction Viewer (CCIV) License ○ Contact Center Transform Service License (included with CCIV software)
Encore system	<ul style="list-style-type: none"> ● Trunk-side TDM, Subscription-based TAPI Audio Stream, Station-side RTP Packet Capture, or Trunk-side SIP Packet Capture <ul style="list-style-type: none"> ○ Windows Server 2008 R2 is supported for Release 11 – 12.3; it is required for Release 13 through Release 14.2 (builds lower than 19.42.8801.0) ○ Windows Server 2012 R2 requires one of these ShoreTel releases to be installed on the ShoreTel PBX: <ul style="list-style-type: none"> ▪ ShoreTel Connect ONSITE 1.0 or higher ▪ ShoreTel Release 14.2 Build 19.42.8801.0 or higher ○ Windows Server 2016 requires ShoreTel Connect ONSITE 21.82.9630.0 R1704 SP1 or higher ○ If using the ShoreTel CCIV custom link, Encore 3 with the URL Player configured is required ● ShoreTel Remote Application Server <ul style="list-style-type: none"> ○ This software must be installed on any Encore server where CT Gateway for ShoreTel TAPI or the Softphone Audio Server for Subscription-based TAPI Audio Stream recording will be running. ○ Requires the Windows Firewall to be disabled or a port range exception of 1025 - 65535 be opened for TCP and UDP.

When the ShoreTel PBX is upgraded in the future, be sure to upgrade the ShoreTel Remote Application Server installed on the Encore server. If you need assistance with this, contact your DVSA Analytics Reseller or DVSA Analytics Technical Support. If this software is not upgraded, a status of **Software Mismatch** or **Error Initializing TMS** may show on the **Quick Look** window of the ShoreWare Director.

Servers and Appliances					Today's Events		
Server / Appliance	Type	Status	Services	Disk Used	DB	Used	
▼ Encore Recorder 01	SW	Error Initializing TMS	Running	0 %	43	13	1040
▲ Encore Recorder 02	SW	In Service	Running	37 %	35	115	1074
▲ HQ Server	SW	In Service	Running	34 %	10	217	365

SYSTEM	HARDWARE REQUIREMENTS
Mitel MiVoice Connect system	<ul style="list-style-type: none"> • All recording methods <ul style="list-style-type: none"> ○ Encore supports all existing ShoreTel phones, including the ShoreTel 400 series • Trunk-side TDM <ul style="list-style-type: none"> ○ Must allow Encore to tap at the trunk • Station-side RTP Packet Capture <ul style="list-style-type: none"> ○ Span port on network to route all RTP traffic for recorded stations to Encore server ○ DHCP IP address reservation or static IP assignment for each station to be recorded. If the Dynamic IP Capture feature is used, the DHCP reservation or static IP assignment requirement is optional. • Subscription-based TAPI Audio Stream <ul style="list-style-type: none"> ○ SIP trunk-based calls require SIP Media Proxy (hairpinning) resources on the SG switches (only available on ½ width switches) • Trunk-side SIP Packet Capture <ul style="list-style-type: none"> ○ This depends on the PBX environment; see the Note in the “Trunk-side SIP Packet Capture” section on page 10.
Encore system	<ul style="list-style-type: none"> • Trunk-side TDM <ul style="list-style-type: none"> ○ AudioCodes DP PCIe card

Compliance Tested

As of April 2017, Encore has been compliance tested to operate with the ShoreTel Connect ONSITE 1.0 and ShoreTel Connect Contact Center ONSITE 1.0 for recording methods listed in [“Supported recording features”](#) on page 3.

As of April 2014, Encore has been compliance tested to operate with the ShoreTel Release 14.2.

Document Overview

This document provides integration information for a specific phone system. It helps a user to understand the features and benefits of the integration as well as what needs to be configured on the phone system. Conventions used in this guide include:

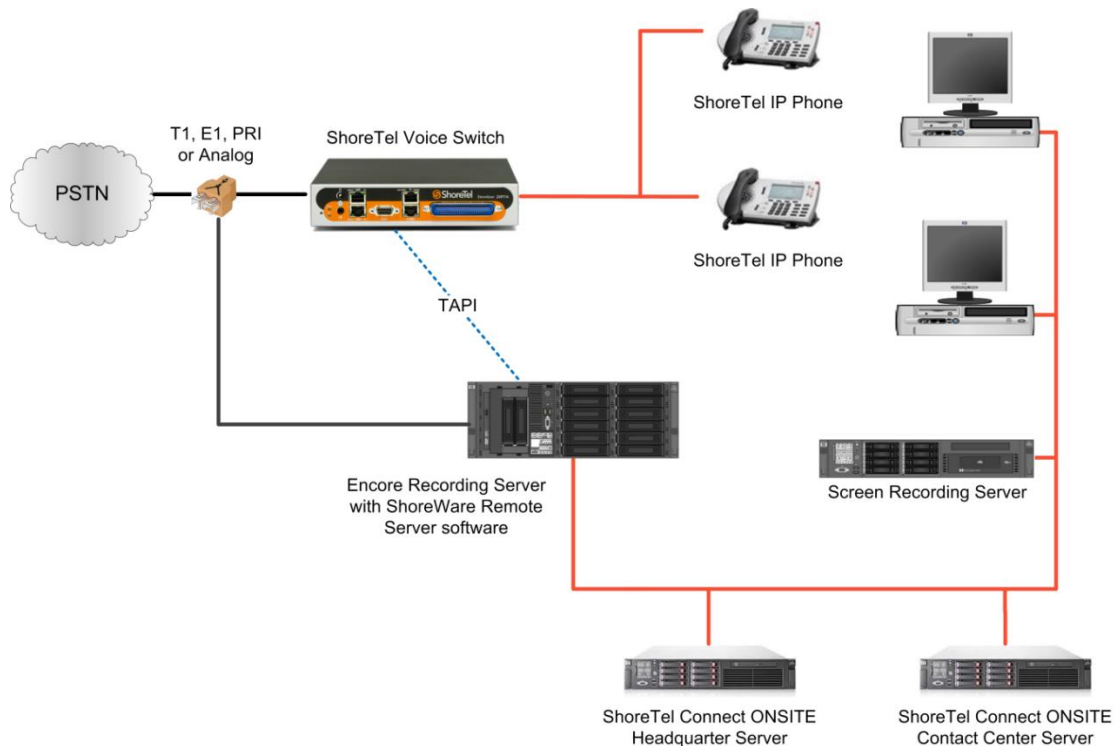
1. Computer commands needed to complete a task appear like this: **Sample** (in black)
2. Keyboard strokes that need to be entered appear like this: [Sample]

Overview

This section provides an overview of each audio collection method. For simplicity sake, the diagrams only display a single Encore server but there can be multiple Encore servers depending on the number of stations to be recorded.

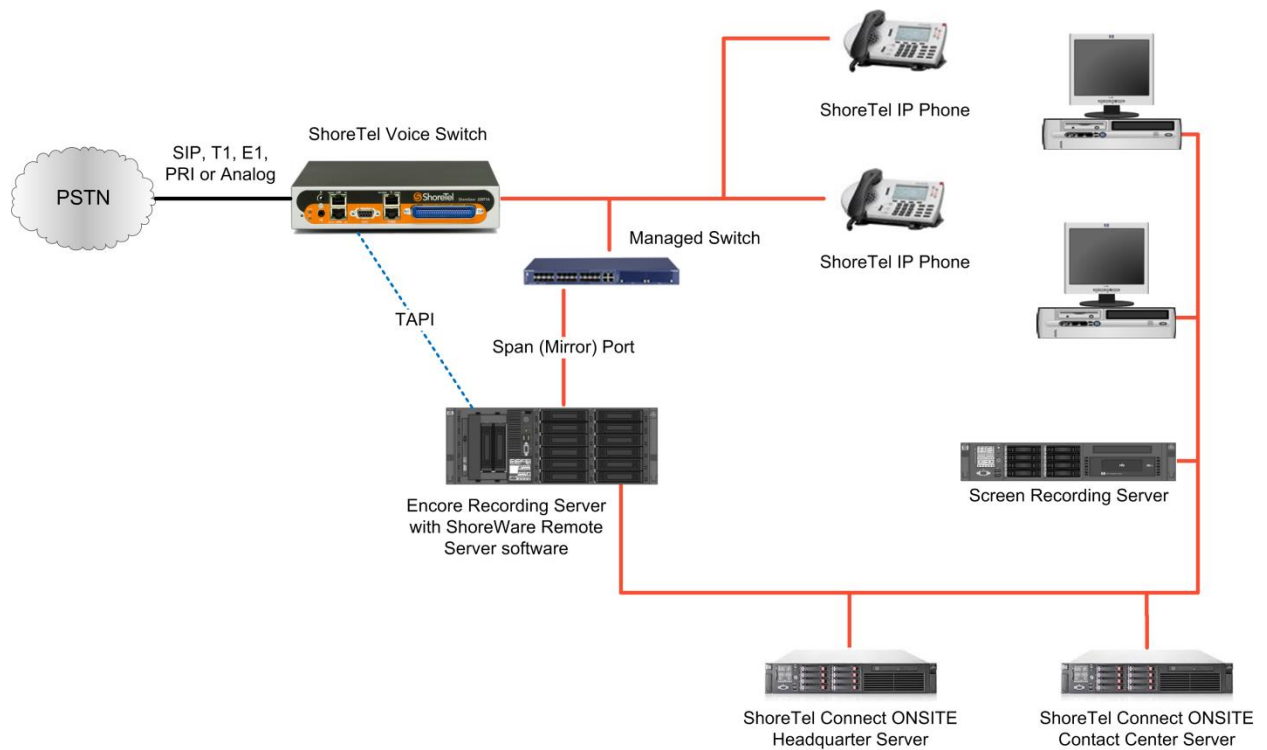
Trunk-side TDM

The Trunk-side TDM method uses a passive tap on the telephony trunks that connect the ShoreTel system to the PSTN. The trunks can be T1, E1, PRI or Analog. This passive tap is connected to the recording boards in the Encore server. The audio is collected via the passive tap. The ShoreWare Remote Server software is installed on the Encore server. Based on events received from the TAPI interface, the Encore server collects the audio on the recording boards and the data associated with the call from the TAPI messages.



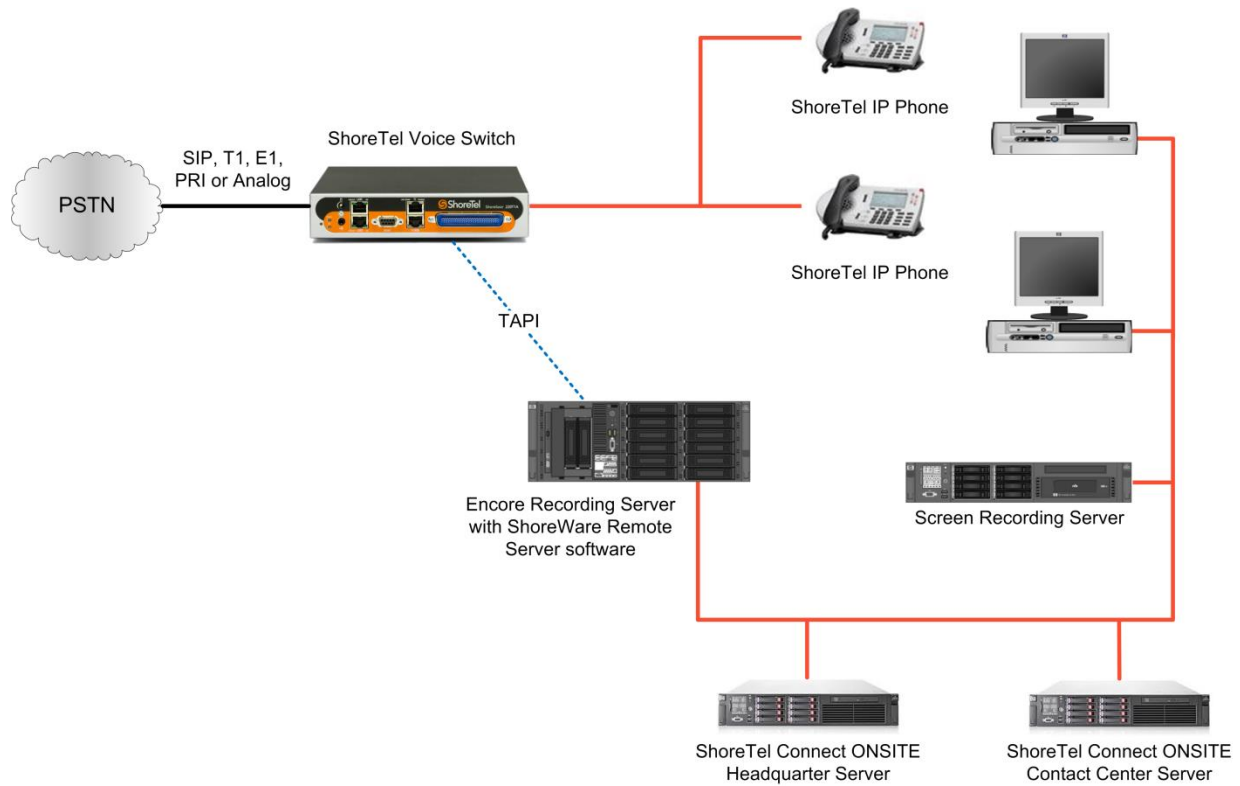
Station-side RTP Packet Capture

The Station-side RTP Packet Capture method uses a span port to collect the RTP audio packets directly from the network segment that includes the VoIP traffic. The ShoreWare Remote Server software is installed on the Encore server. Based on events received from the TAPI interface, the Encore server collects the RTP packets for a specific IP address and converts the RTP data to an audio recording file. Encore collects data associated with the call from the TAPI messages.



Subscription-based TAPI Audio Stream

The Subscription-based TAPI Audio Stream method uses the TAPI audio streaming feature to receive the audio directly from the ShoreTel system via the network. The ShoreWare Remote Server software is installed on the Encore server. Based on events received from the TAPI interface, the Encore server issues a request to the ShoreTel system to send the audio to the route point configured specifically for the Encore system. Encore collects data associated with the call from the TAPI messages.

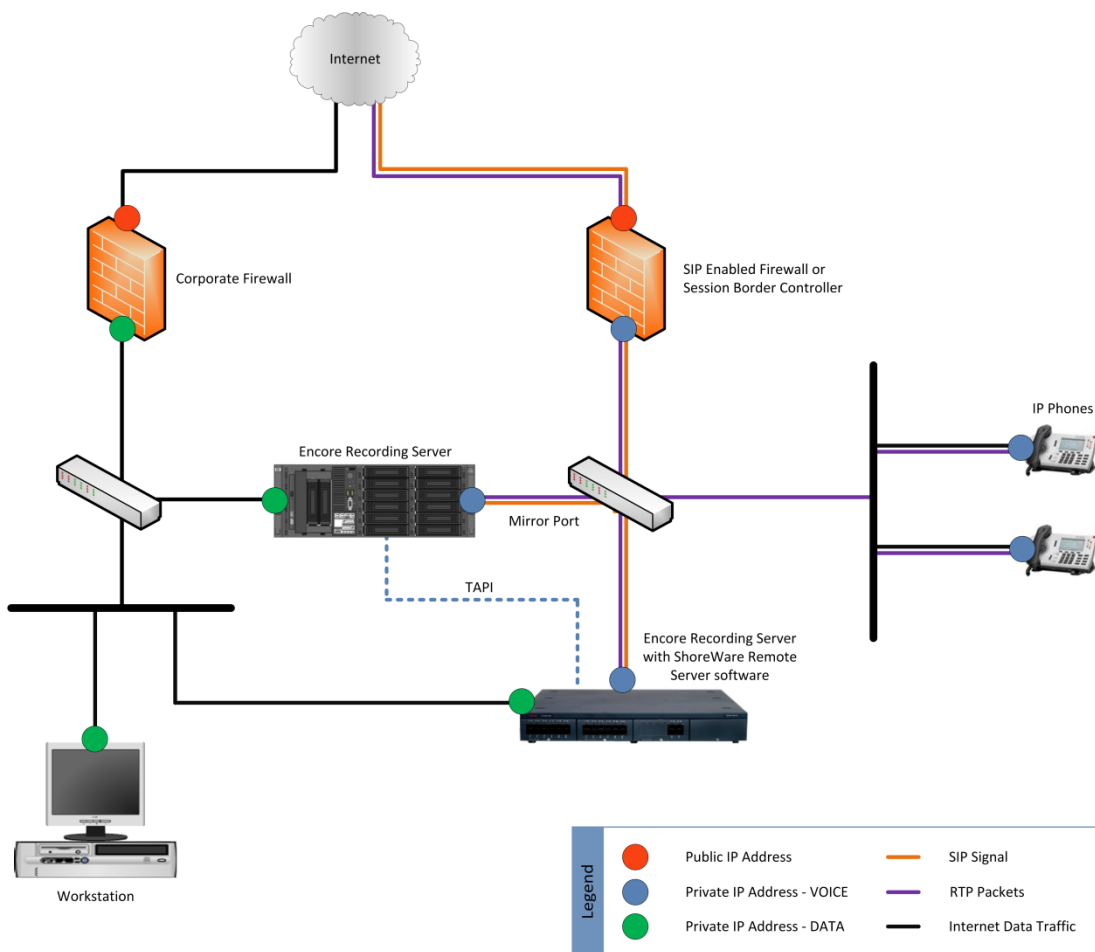


Trunk-side SIP Packet Capture

The Trunk-side SIP Packet Capture method uses a span port to collect the SIP and RTP audio packets directly from the network segment that includes SIP trunk traffic. The ShoreWare Remote Server software is installed on the Encore server and based on events received from its TAPI interface and on events received from SIP signaling, the Encore server collects the RTP packets for a specific SIP trunk call and converts the RTP data to an audio recording file. Encore collects data associated with the call from the TAPI messages when the call is terminated to a station of interest, or from the SIP signaling when the call is terminated elsewhere on the PBX.

NOTE When recording SIP trunks, DVSAalytics prefers that all SIP trunk traffic goes through a Session Border Controller (SBC), such as a Cisco CUBE, Ingate SIParator, etc. The SBC's LAN-side port must terminate to a network switch that can provide a SPAN/mirror port to the Encore server.

If an SBC cannot be provided, then the SIP trunk provider must be able to guarantee that a single IP Address will be used for all SIP and RTP media packets for both inbound and outbound calls. The LAN-side port of the device used for SIP trunk traffic must terminate to a network switch that can provide a SPAN/mirror port to the Encore server.



ShoreTel Contact Center Interaction Viewer

In addition to the data fields that Encore can collect from the ShoreTel Enterprise Contact Center (ECC), contact center administrators and supervisors can listen to Encore recorded ECC calls directly from the Contact Center Interaction Viewer (CCIV). When viewing call data in CCIV, a custom link can be made available which directs the browser to the Encore URL Player.

Call ID	ACD Call?	Start	End	Duration	Calling	IRN	Grp List	Agent Nr	Agent Nm	Custom Link
3258549157	Y	06/20 16:47:46	06/20 16:48:11	00:00:25	9991004	550	Sales	1114	Agent One114	Listen
2918082854	Y	06/20 15:56:00	06/20 15:56:56	00:00:56	9991004	550	Sales	1114	Agent One114	Listen
1740146388	Y	06/20 15:29:48	06/20 15:31:49	00:02:01	9991004	550	Sales	1114	Agent One114	Listen
2076699664	Y	06/20 14:45:26	06/20 14:45:53	00:00:27	9991004	550	Sales	1114	Agent One114	Listen
1231403447	Y	06/20 14:38:51	06/20 14:39:25	00:00:34	9991004	550	Sales	1114	Agent One114	Listen
1567956723	Y	06/20 13:52:33	06/20 13:53:35	00:01:02	9991004	550	Sales	1114	Agent One114	Listen
1820371680	Y	06/20 13:35:20	06/20 13:36:19	00:00:59	9991004	550	Sales	1114	Agent One114	Listen
894850171	Y	06/20 10:30:39	06/20 10:32:00	00:01:21	9991004	550	Sales, Customer Service	1114	Agent One114	Listen

The CCIV uses data from the CDR table, which the Contact Center Interactive Report (CCIR) Transform Service processes from the CCIR database.

The CCIV, CCIR and CCIR Transform Service are normally optional ShoreTel components that must be installed and configured by a Mitel MiVoice Connect dealer prior to setting up the custom link to the Encore URL Player. Detailed information can be found in the following documentation:

- *ShoreTel Enterprise Contact Center Installation Guide*
- *ShoreTel CCIR Transform Service User & Installation Guide*
- *ShoreTel CCI Viewer User & Installation Guide*

Configure Mitel MiVoice Connect System

The steps to configure the system and the screen shots of the ShoreWare Director are based on ShoreTel 10.2 – 13.1. Your screens may be different. It is assumed that the reader has a working knowledge of ShoreWare Director and only needs specific configuration assistance.

Steps 1 and 2 must be performed regardless of the audio collection method. The remaining steps must be completed only if using the Subscription-based TAPI Audio Stream method.

Step 1: Verify License

For ShoreTel 14.x or lower

Verify you have a ShoreWare TAPI Application Server license available for the Encore system.

You can check this by selecting **Administration | System Parameters | Licenses | Requirements**. If you do not have an available license, contact your Mitel MiVoice Connect representative to purchase a license.

ShoreTel
ShoreWare Director
 Build 15.41.9301.0
 Logoff Administrator

Administration
 • Users...
 • Trunks...
 • IP Phones...
 • Switches...
 • Call Control...
 • Voice Mail...
 • Auto-Attendant
 Menus
 • Workgroups
 • Schedules
 • Call Manager...
 • System Directory
 • Application Servers
 • Conference Bridges
 • IM Servers
 • SIP Servers...
 • Sites
 • **System Parameters...**
 o Dialing Plan
 o Digit Translation
 Tables
 o System
 Extensions
 o SNMP
 o BOOTP Server
 o Other
 o Languages
 o **Licenses**
 ■ **Requirements**
 ■ Keys
 o Contact

License Requirements [Help](#)

[License Requirement List](#) [Register and Request System Key](#)

Name	Required	Purchased
Keyed Licenses:		
ShoreWare System License (Enterprise Edition)	1	1
ShoreWare Additional Site License	0	0
ShoreWare Extension License	4	5
ShoreWare Mailbox License	4	5
ShoreWare SoftPhone License	0	0
ShoreWare Additional Language License	0	0
ShoreWare Remote Web Reporting License	0	0
ShoreWare Mobile Call Manager License	0	0
ShoreWare SIP Phone License	0	0
ShoreWare SIP Trunk License	0	0
ShoreWare Standard Resolution Video License	0	0
ShoreWare High Resolution Video License	0	0
ShoreWare Operator Call Manager License	0	0
ShoreWare Professional Call Manager License	0	0
ShoreWare Workgroup Agent Call Manager License	0	0
ShoreWare Workgroup Supervisor Call Manager License	0	0
ShoreWare External Unified Messaging SIP Link	0	0
Self-audited Licenses:		
ShoreWare Personal Call Manager Software	4	4
ShoreWare Remote Server Software	0	0
ShoreWare TAPI Application Server	1	1
ShoreWare Phone API License	0	0

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For ShoreTel Connect ONSITE 1.0 or higher

Verify you have a ShoreTel TAPI Application Server license available for the Encore system.

You can check this by selecting **System | Licenses | License Requirements**. If you do not have an available license, contact your Mitel MiVoice Connect representative to purchase a license.

Name	Configured	Purchased
Keyed Licenses:		
ShoreTel System License (Enterprise Edition)	1	1
ShoreTel Additional Site License	0	0
ShoreTel Extension License	5	5
ShoreTel Mailbox License	5	5
ShoreTel SoftPhone License	5	5
ShoreTel Additional Language License	0	0
ShoreTel Mobile Access License	0	0
ShoreTel SIP Phone License	0	0
ShoreTel SIP Trunk License	2	2
ShoreTel Standard Resolution Video License	0	5
ShoreTel High Resolution Video License	0	0
ShoreTel Operator Access License	0	0
ShoreTel Connect Client Access License	1	5
ShoreTel Workgroup Agent Access License	0	0
ShoreTel Workgroup Supervisor Access License	0	0
ShoreTel External Unified Messaging SIP Link	0	0
ShoreTel Audio Conference License	0	0
ShoreTel Web Conference License	0	0
ShoreTel Virtual Switch IPPhone License	0	0
ShoreTel Virtual Switch SIP Trunk License	0	0
ShoreTel Remote Phone License	0	0
ShoreTel Virtual Edge Gateway License	0	0
Self-Audited Licenses:		
ShoreTel Phone Only Access License	4	<input type="text" value="5"/> *
ShoreTel Remote Server Software	0	<input type="text" value="1"/> *
ShoreTel TAPI Application Server	1	<input type="text" value="1"/> *
ShoreTel Phone API License	0	<input type="text" value="0"/> *

Step 2: Configure ShoreTel Remote Application Server

The Remote Application Server can be created and configured before the Encore installation but it cannot be tested until the Encore server is installed.

For ShoreTel versions 14.x or lower

1. To create and configure an Application Server select **Administration | Application Servers | HQ / DVS**.

The screenshot displays the ShoreTel ShoreWare Director interface for configuring an HQ / DVS Application Server. The left sidebar shows the navigation tree with 'Application Servers > HQ / DVS' selected. The main content area shows the following fields and values:

- Name: Enc2008QA
- Host IP Address: 172.20.6.82
- Site: dvsAnalytics
- SoftSwitch Name: Enc2008QA
- Maximum Trunks for Voice Mail Notification (1 - 200): 1
- Account Code Local Extension: (empty)
- Allow Voice Mailboxes:
- Voice Mail and Auto Attendant:
 - Voice Mail Extension: 138
 - Voice Mail Login Extension: 139
 - Auto Attendant Extension: 140
 - Assigned User Group: Voice Mail Notification
 - Default Auto-Attendant Menu: Default (Menu) - 700
- Voice Mail Interface:
 - Mode: <None>
- Database:
 - Enable Local Database:
 - Use Database on Server: DVS System

2. Modify the following fields:

- **Name** – Enter the name of the Application Server. It should be descriptive so it is clear that it is the Application Server for the Encore system.
- **Host IP Address** – Enter the IP address you designated for the Encore server.
- **Maximum Trunks for Voice Mail Notification** – Set this to 1, since voice mail is not used on this Application Server.
- **Allow Voice Mailboxes** – Remove the check from this option since voice mail is not used on this Application Server.

The remaining fields do not need to be modified.

For ShoreTel Connect ONSITE 1.0 or higher

1. To create and configure a Remote Application Server, select **Administration | Appliances/Servers | Platform Equipment** and then click **New**.

ShoreTel Connect Director

Connections | Trunk Groups | Bandwidth | Voice Quality | Appliances | Servers

Search

ADMINISTRATION

- Users
- Trunks
- Telephones
- Appliances/Servers
 - Platform Equipment
 - Spare Switches
- Integrated Servers
 - SIP Servers
 - SIP Profiles
- Features
- System
- Applications

NAME	DESCRIPTION	SITES	SERVER	DATABASE SERVER	TYPE	IP ADDRESS
Encore Recorder 01	Encore Recorder 01	dvsAnalytics	Encore Recorder 01	HQ Server	SW	172.20
Encore Recorder 02	Encore Recorder 02	dvsAnalytics	Encore Recorder 02	HQ Server	SW	172.20

Page 1 of 1 Rows / page: 50

ShoreGear SoftSwitch: -

GENERAL

Site: dvsAnalytics

Hardware type: ShoreGear SoftSwitch

Name: *

Description:

IP address: *

Fully qualified domain name: (IP address or internal FQDN)

Proxy server URL:

Allow voice mailboxes

Account code local extension:

Voice mail extension: 179

Voice mail login extension: 180

Auto-attendant extension: 181

Default auto-attendant menu: Default (Menu) - 200

User group: Voice Mail Notification

Maximum trunks for voice mail notification: 10 (1-254)

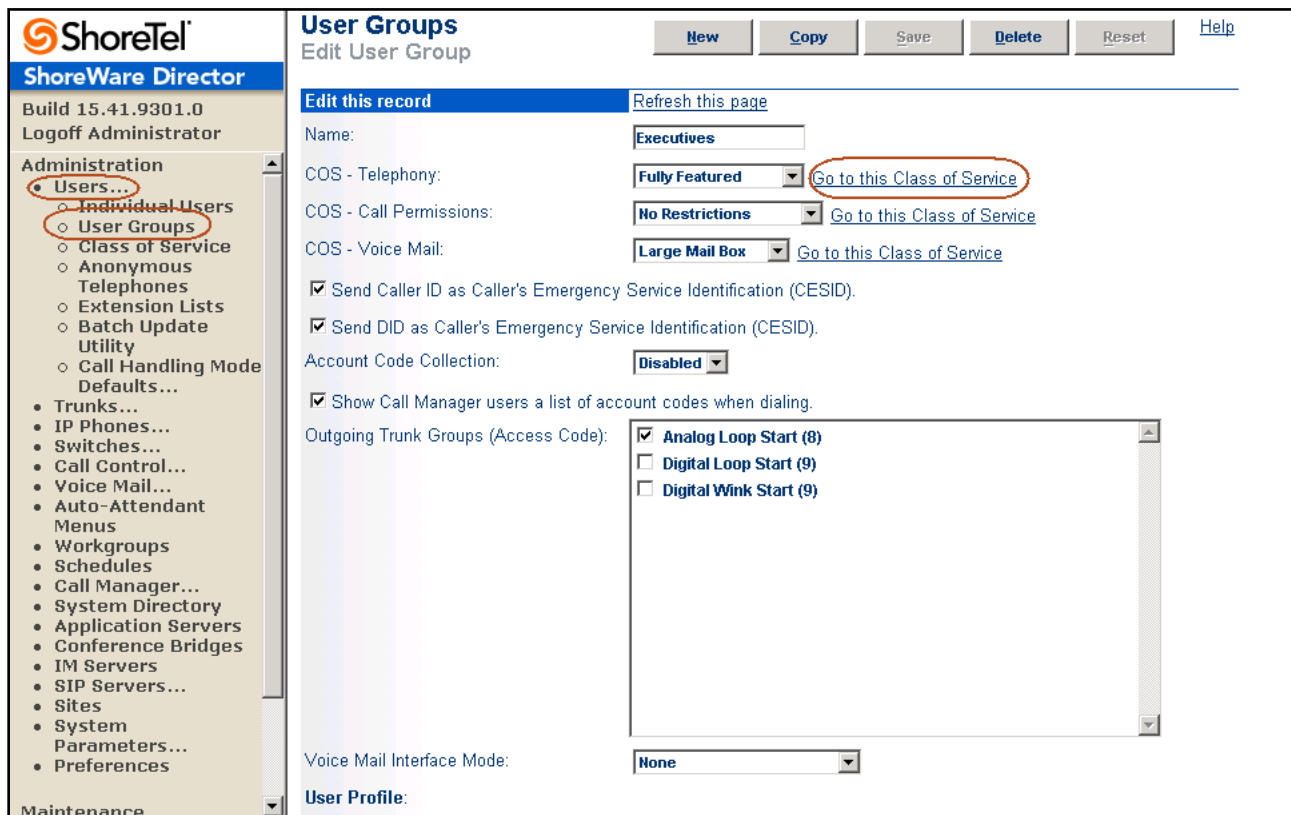
2. In **Hardware type** select **ShoreGear SoftSwitch**.
3. Modify the following fields:
 - **Name** – Enter the name of the Application Server. It should be descriptive so it is clear that it is the Application Server for the Encore system.
 - **IP address** – Enter the IP address you designated for the Encore server.
 - **Allow voice mailboxes** – Remove the check from this option since voice mail is not used on this Application Server.
 - **Maximum trunks for voice mail notification** – Set this to **1**, since voice mail is not used on this Application Server.

The remaining fields do not need to be modified.

Step 3: Configure User Groups (Subscription-based TAPI Audio Stream Only)

TAPI Audio Stream is enabled on the users' groups and not the individual users. You can enable it on all users' groups or only the groups associated with the individual users you wish to record. To determine which groups need to be configured select **Administration | Users | Individual Users**. Determine which users need to be recorded and make note of the User Group(s) associated with those users. Don't worry if a group has a combination of users that should and should not be recorded. The Encore system will be configured with the specific extensions to record.

Once you have decided which groups should have audio streaming enabled, select **Administration | User Groups** and click one of the groups that need to be configured. Click the **Go to this Class of Service** or the **View Class of Service** link associated with the **COS – Telephony**.



Check the **Allow Recording of Own Calls** option. Select this option for each user group that needs recording enabled.

The screenshot shows the ShoreTel ShoreWare Director interface. On the left is a navigation tree with 'User Groups' circled in red. The main area is titled 'Class of Service' and 'Edit Telephony Features Permissions'. It contains several configuration fields: Name (Fully Featured), Max. Call Stack Depth (8), Max. Buddies Per User (500), Max. Parties in Make Me Conference (3), and IM Presence Invitation Handling (Prompt to accept invitation). A list of checkboxes includes 'Allow Call Pickup', 'Allow Trunk-to-Trunk Transfer', 'Allow Overhead and Group Paging', 'Allow Make Hunt Group Busy', 'Allow Extension Reassignment', 'Allow PSTN Failover', 'Show Caller ID Name and Number for Other Extensions', 'Enumerate Individual Held Calls for Unpark', 'Allow Customization of IP Phone Buttons and Call Manager Monitor Windows', 'Show Extensions with Different Prefixes in Directory', 'Allow Collaboration Features', 'Allow Recording of Own Calls' (circled in red), and 'Allow Intersite Video Calls'. Action buttons (New, Copy, Save, Delete, Reset) and a Help link are at the top right.

Step 4: Configure Route Point (Subscription-based TAPI Audio Stream Only)

A minimum of one route point per 200 concurrent recordings needs to be created to allow the system to send the TAPI audio stream to the Encore system. The route point cannot be used by any other application.

For ShoreTel 14.x or lower

1. To create/edit a route point select **Administration | Call Control | Route Points**.

The screenshot shows the ShoreTel administration interface for configuring a Route Point. The left sidebar shows the navigation menu with 'Administration | Call Control | Route Points' selected. The main content area is titled 'Route Points' and 'Edit Route Point'. The configuration fields are as follows:

- Name:** Encore
- Extension:** 502
- Route Point Server:** Encore Recording Server
- Call Stack Depth:** 200
- Mailbox Server:** (unchecked)
- Accept Broadcast Messages:** (unchecked)
- Include in System Dial By Name Directory:** (unchecked)
- Make Number Private:** (unchecked)
- Fax Redirect:** (unchecked)
- Recorded Name:** no audio input
- Voice Mail Password:** (masked with dots)
- Escalation Profile:** <None>

2. Modify the following fields:
 - **Name** – Enter a descriptive name for the route point so it is clear the route point is being used by the Encore system.
 - **Extension** – Enter the extension number assigned to the route point. If you already have a route point defined, use the next available extension after that one. If no route points are defined, try to use an extension that will not be confused with other real extensions.
 - **Route Point Server** – Select the Remote Application Server you created for the Encore server in Step 2.
 - **Call Stack Depth** – This field specifies the number of calls that can be streamed through this route point. It should be set to the maximum which is 200.
3. Make sure all other options are **unchecked** and do not change the default values in the other fields.

For ShoreTel Connect ONSITE 1.0 or higher

1. To create/edit a route point select **Administration | Features | Call Control | Route Points** and then click **New**.

The screenshot shows the ShoreTel Connect Director interface for configuring an Encore Route Point. The 'GENERAL' tab is selected. The following fields are highlighted with orange boxes:

- Name:** Encore Route Point
- Extension:** 503
- Include in System Dial by Name directory:** (unchecked)
- Call stack depth:** 200
- Server:** Encore Recorder 01
- Enable mailbox:** (unchecked)

Other visible fields include: DID Range (+14805381000), DID number (+1480), User group (Executives), Language (English(US)), and Mailbox server (HQ Server). At the bottom, there are buttons for PLAY, RECORD, IMPORT, and PREFERENCES.

2. Modify the following fields on the **General** tab:
 - **Name** – Enter a descriptive name for the route point so it is clear the route point is being used by the Encore system.
 - **Extension** – Enter the extension number assigned to the route point. If you already have a route point defined, use the next available extension after that one. If no route points are defined, try to use an extension that will not be confused with other real extensions.
 - **Include in System Dial by Name directory** – Remove the check from this option.
 - **Call stack depth** – This field specifies the number of calls that can be streamed through this route point. It should be set to the maximum which is 200.
 - **Server** – Select the Remote Application Server you created for the Encore server in Step 2.
 - **Enable mailbox** – Remove the check from this option
3. Make sure all other options are **unchecked** and do not change the default values in the other fields. No changes need to be made on the other tabs.

For both ShoreTel 14.x or lower, and ShoreTel Connect ONSITE 1.0 or higher

If your business model often requires agents to put customers on hold and make another external phone call, it may be necessary for you to set up an additional route point, up to a maximum of three, because any external call that originates or terminates to a recorded phone counts against

the 200 maximum calls that can be streamed through the route point. If you think you may often reach or surpass the 200 maximum, then it may be beneficial to set up an additional route point. For example, if a company is consistently recording 250 concurrent calls, then only two route points would be needed. If, while those 250 concurrent recordings are taking place, 175 agents have their original call on hold and have placed an additional external outbound call, then three route points would need to be configured so that the 425 total external calls in progress have a slot available on the route points.

Step 5: Configure Record Warning Tone (Subscription-based TAPI Audio Stream Only)

1. To enable the system to deliver a record warning tone:
 - a. For ShoreTel 14.x or lower, select Administration | Call Control | Options.
 - b. For ShoreTel Connect ONSITE 1.0 or higher, select Administration | Features | Call Control | Options.
2. Make sure the **Enable Monitor / Record Warning Tone** is selected.

The screenshot shows the ShoreTel administration interface for 'Call Control Options'. The left sidebar shows the navigation menu with 'Call Control...' and 'Options' highlighted. The main content area shows the 'Call Control Options' configuration page with the following settings:

- Use Distributed Routing Service for call routing.
- Enable Monitor / Record Warning Tone.**
- Enable Silent Coach Warning Tone.
- Generate an event when a trunk is in-use for minutes.
- Park Timeout (1-100000) after seconds.
- Hang up Make Me Conference after minutes of silence.
- Delay before sending DTMF to Fax Server: msec
- DTMF Payload Type (96 - 127):
- SIP:
 - Realm:
 - Enable SIP Session Timer.
 - Session Interval (90 - 3600): sec
 - Refresher:
- Voice Encoding and Quality of Service:
 - Maximum Inter-Site Jitter Buffer: msec
 - DiffServ / ToS Byte (0-255): (DSCP = 0x0)
 - Media Encryption:


3. With this option enabled, the Encore system can control which calls actually receive the warning tone. The configuration selections are: outbound, inbound or both.

The system is now prepared for the Encore installation.

Step 6: Configure for ECC - Optional

Only complete these steps if using the ECC ACD.

1. Log in to the ShoreTel Contact Center Director.
2. Navigate to **Maintenance | License | License Keys**.
3. Verify the **Group Activity API** license is installed and enough are available for each system that will use the Real Time Event Feed. When using Encore Call Recording, one license is needed. If using other applications that use this license, one is needed for each.
 - a. For ECC 6, the **Group Activity API** license is controlled by a self-audited license.
 - b. For ECC 7 or higher, the **Group Activity API** license is required (see the image below).



The screenshot shows the ShoreTel Contact Center Director interface. The main content area is titled "Maintenance : License : License Keys". It features a "Current Licenses" section with an "Add New License(s)" button. Below this is a table with the following data:

Key	Type	Count
CC-SUP-2	Supervisor	2
CC-IVR-6	IVR Ports	6
CC-GA-API-1	Group Activity API	1
CC-AA-API-2	Agent Activity API	2
CC-VO-6	Voice	6
CC-DL-6	Dial Lists	6
CC-SYS-PHR	System Partner	
CC-EM-6	Email	6
CC-CH-6	Chat	6

- Navigate to **System Parameters | External Interfaces | Event Feeds**.
- Set up a user account for Encore with a **Connection Type** of **Real-Time Events**.

The screenshot shows the ShoreTel web interface for configuring Event Feeds. The left sidebar contains a navigation tree with 'System Parameters' expanded to 'Event Feeds'. The main content area is titled 'System Parameters : External Interfaces : Event Feeds' and shows a table of existing feeds. Below the table, the 'Event Feed: EncoreServer' configuration form is visible, with the 'General' tab selected. The form fields are as follows:

Username	Connection Type	Description
EncoreServer	Real-Time Events	Encore Agent Event Feed
EncoreServerRTA	Real-Time Adherence (RTA)	RTA

Event Feed: EncoreServer	[Up] [Down] [Reset] [Save]
General	
Username	EncoreServer
Password	●●●●●●
Connection Type	Real-Time Events
Description	Encore Agent Event Feed

- Navigate to **System Parameters | External Interfaces | Event Feed Ports** and make a note of the **Real Time Events Port** number. Your Encore installer will need this, as well as the username and password established in the previous step, during the configuration of the Encore server.

The screenshot shows the ShoreTel web interface for configuring Event Feed Ports. The left sidebar is the same as in the previous screenshot, but 'Event Feed Ports' is selected. The main content area is titled 'System Parameters : External Interfaces : Event Feed Ports' and shows the 'General' configuration form. The form fields are as follows:

Real-Time Adherence (RTA) Port	31455
Real Time Events Port	31456

Step 7: Configure for Encore Community - Optional

Only complete these steps if using the ECC ACD and Encore Community. These steps are almost identical to the “Step 6: Configure for ECC – Optional” on page 21.

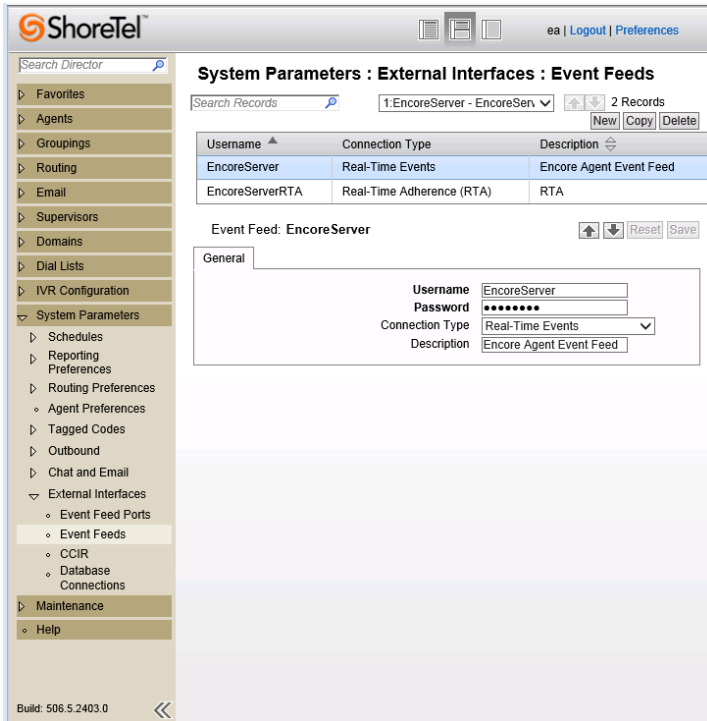
1. Log in to the ShoreTel Contact Center Director.
2. Navigate to **Maintenance | License | License Keys**.
3. Verify the **Group Activity API** license is installed and enough are available for each system that will use the Real Time Event Feed. When using Encore Call Recording and Community, two licenses are needed. If using other applications that use this license, one is needed for each.
 - c. For ECC 6, the **Group Activity API** license is controlled by a self-audited license.
 - d. For ECC 7 or higher, the **Group Activity API** license is required (see the image below).



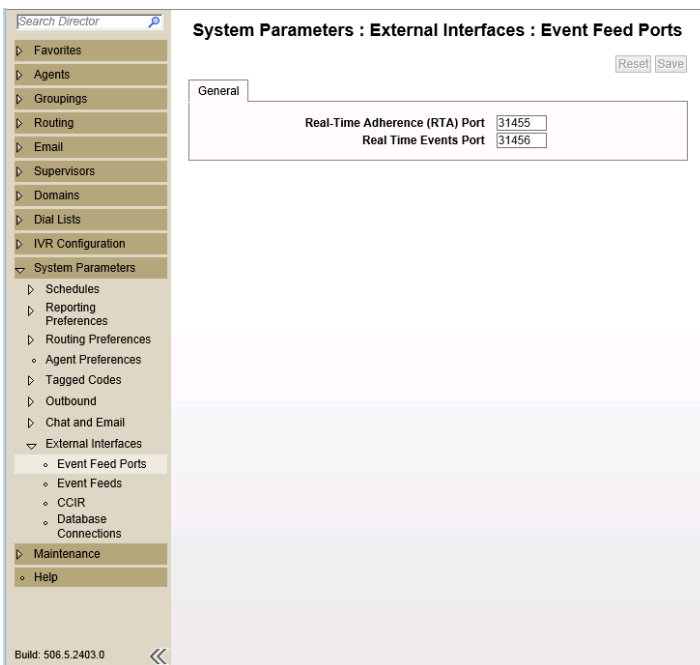
The screenshot shows the ShoreTel Contact Center Director interface. The left sidebar contains a navigation menu with categories like Dial Lists, IVR Configuration, System Parameters, and Maintenance. The 'Maintenance' section is expanded, and 'License Keys' is selected. The main content area is titled 'Maintenance : License : License Keys' and features a 'Current Licenses' section with an 'Add New License(s)' button. Below this is a table with the following data:

Key	Type	Count
CC-SUP-2	Supervisor	2
CC-IVR-6	IVR Ports	6
CC-GA-API-1	Group Activity API	1
CC-AA-API-2	Agent Activity API	2
CC-VO-6	Voice	6
CC-DL-6	Dial Lists	6
CC-SYS-PIR	System Partner	
CC-EH-6	Email	6
CC-CH-6	Chat	6

- Navigate to **System Parameters | External Interfaces | Event Feeds**.
- Set up a user account for Encore Community with a **Connection Type** of **Real-Time Events**. Do not use the same user you created for Encore Call Recording in the previous section.



- Navigate to **System Parameters | External Interfaces | Event Feed Ports** and make a note of the **Real Time Events Port** number. Do not use the Real-Time Adherence (RTA) port value. The Encore Community installer will need this, as well as the username and password established in the previous step, during the configuration of the Encore Community server.



Step 8: Extract and Store Call Profile Information in TAPI - Optional

ECC automatically provides these call profile fields as TAPI call properties:

- AgentQueue
- Group
- Priority
- Service

The corresponding TAPI call property name is the call profile field name with the “_STCC_” prefix:

- _STCC_AgentQueue
- _STCC_Group
- _STCC_Priority
- _STCC_Service

Encore is able to capture this additional data (up to 30 fields) and associate it with the call record.

If you would like to extract and store additional call profile fields in TAPI, complete the steps below:

1. On the Contact Center Server, in the directory in which ShoreTel Contact Center is installed, open the **Bin** folder.
2. In the **Bin** folder, use a text editor to create a file named **shoretelcfg.ini**.
3. In the **shoretelcfg.ini** file, add a section named **[call_profile]**.
4. In the **[call_profile]** section, specify a key named **user_fields** with call profile field names as values. Separate the values with a comma. For example:

```
[call_profile]
User_fields=AccNo, Balance, DueDate
```

5. Restart the Contact Center Server. The specified call profile field values display in the TAPI call properties.

NOTE See the *ShoreTel Enterprise Contact Center 9 Administrator Guide* for more information about implementing call profiles.

Call Handling Scenarios

This section explains how different call types are recorded in Encore. These descriptions typically assume that all stations involved in the calls are configured to be recorded.

Trunk-side TDM

Hold – When a call is put on hold, the recording is suspended. When the call is retrieved, the audio is appended to the recording to create one audio recording.

Consultation Call – If an agent is on a call and then places a consultation call, the first call is put on hold and the recording is suspended. Assuming the consultation portion of a call is an internal call then it is not recorded for this audio recording method. When the agent hangs up the consultation call and retrieves the caller, the recording resumes; the second portion of the recording is appended to the first portion creating one recording.

Blind Transfer – When a call is blind transferred (also called an unannounced transfer), the first recording ends after the agent presses the transfer button and hangs up the handset. The second recording begins when the second agent answers the transferred call. The second recording ends when the second agent hangs up the call. Separate Segment IDs (SIDs) are associated with each recording and they usually share the same Related ID (RID). If the call is transferred to an ACD queue or Hunt Group, it may not be possible to show the relationship between the recordings and the same RID may not be associated with both recordings.

Conference Call with 3 parties – The following conditions apply:

- If the conference controller is a recorded station, the trunk that is being recorded is associated with the controller.
- If the recorded conference controller drops from the conference first, the recording of the trunk stops. A new recording is started on the same trunk for the recorded station that remains.
- If two recorded trunks and one recorded station are on the conference call, the call is recorded only on the first trunk. If the first trunk drops from the conference first, recording stops on the dropped trunk and a new recording is started on the remaining recorded trunk.
- If the conference controller is not recorded, the trunk recording is associated with the other recorded station.

Conference Call with 4 parties (Make Me Conference bridge) – Continuing from the 3-party conference, the following conditions apply:

- If one of the parties from the 3-party conference is a recorded station, the trunk that is being recorded continues to be associated with that station.
- If the recorded station or the caller drops from the conference first, the recording of the trunk stops. The remaining call is not recorded.

Internal Call – Not recorded.

Station-side RTP Packet Capture

Hold – When a call is put on hold, the recording is suspended. When the call is retrieved, the audio is appended to the recording to create one audio recording.

Consultation Call – If an agent is on a call and then places a consultation call, the first call is put on hold and the recording is suspended. Assuming the called party is also using a recorded phone, the consultation call is recorded as two separate recordings – one for each extension. When the agent hangs up the consultation call and retrieves the caller, the two recordings end and the first recording resumes; the second portion of the recording is appended to the first portion. All three recordings have different Segment IDs (SIDs) and share the same Relation ID (RID).

Blind Transfer – When a call is blind transferred (also called an unannounced transfer), the first recording ends after the agent presses the transfer button and hangs up the handset. The second recording begins when the second agent answers the transferred call. The second recording ends when the second agent hangs up the call. Separate SIDs are associated with each recording and they usually share the same RID. If the call is transferred to an ACD queue or Hunt Group, it may not be possible to show the relationship between the recordings and the same RID may not be associated with both recordings.

Conference Call – When an agent decides to bring a third party into a current call, the agent usually puts the caller on hold to first consult with the third party. The first recording of the agent and the outside caller suspends during the consultation call. Assuming the third party is using a recorded phone, the consultation call creates two recordings – one for the agent and another for the third party. After the consultation call ends and the three parties are joined into the conference, the first recording resumes and it ends when the agent hangs up. The recording of the third party continues until the third party hangs up.

Conference Call with 3 parties –When an agent decides to bring a third party into a current call, the agent usually puts the caller on hold to first consult with the third party. The first recording of the agent and the outside caller suspends during the consultation call. Assuming the third party is using a recorded phone, the consultation call creates two recordings – one for the agent and another for the third party. After the consultation call ends and the three parties are joined into the conference, the first recording resumes and it ends when the agent hangs up. The recording of the third party continues until the third party hangs up.

Conference Call with 4 parties –When a fourth party is added to a three-party conference call, the PBX moves all parties to the Make Me Conference bridge. CT Gateway treats this as all parties are transferred to the conference bridge. All station recording continues until the station drops.

Internal Call – Recorded as usual.

Subscription-based TAPI Audio Stream

Greeting – A small portion of the greeting may be missing from recordings. In most situations, it should not exceed a couple of seconds unless there is excessive network congestion or communication issues between ShoreTel devices.

Hold – When a call is put on hold, the recording is suspended. When the call is retrieved, the audio is appended to the recording to create one audio recording.

Consultation Call –If an agent is on a call and then places a consultation call, the first call is put on hold and the recording is suspended. Assuming the consultation portion of a call is an internal call then it is not recorded for this audio recording method. When the agent hangs up the consultation call and retrieves the caller, the recording resumes; the second portion of the recording is appended to the first portion creating one recording.

Blind Transfer – When a call is blind transferred (also called an unannounced transfer), the first recording ends after the agent presses the transfer button and hangs up the handset. The second recording begins when the second agent answers the transferred call. The second recording ends when the second agent hangs up the call. Separate Segment IDs (SIDs) are associated with each recording and they usually share the same Relation ID (RID). If the call is transferred to an ACD queue or Hunt Group, it may not be possible to show the relationship between the recordings and the same RID may not be associated with both recordings.

Conference Call with 3 Parties – When an agent decides to bring a third party into a current call, the agent usually puts the caller on hold to first consult with the third party. The first recording of the agent and the outside caller suspends during the consultation call. Assuming the third party is an internal party, the consultation portion is not recorded.

After the consultation call ends and the three parties are joined into the conference, the first recording resumes and it ends when the agent hangs up. Due to a limitation with the ShoreTel PBX, if two or more recorded phones are in a conference call with an external party and the Subscription-based TAPI Audio Stream method is used, only one of the phones will be recorded. If both the agent (conference controller) and the third party are recorded stations, only the agent station is recorded. If the agent is not a recorded station and the third party is a recorded station, only the third party station is recorded.

Post conference call recording depends on which party remains on the line:

- If the agent hangs up first and the external party and the third party remain, a recording starts for the third party.
- If the third party hangs up and the agent and external party remain, the recording for the agent continues.
- If the external party hangs up and the agent and third party remain, the recording stops.

Conference Call with 4 Parties – When a fourth party is added to a three-party conference call, the PBX moves all parties to the Make Me Conference bridge; CT Gateway treats this as all parties are transferred to the conference bridge. Recording stops because this PBX does not support the recording of Make Me Conference calls.

Internal Call – Not recorded.

Trunk-side SIP Packet Capture

All Calls – By default, all calls on SIP trunks are recorded from cradle to grave. If the call can be associated with a recorded agent and Encore is configured to split the recording into multiple files, then each segment of the call will be broken up into its own recording, with the segments associated with the recorded agent containing additional agent related data. The segments of the call that cannot be associated with a recorded agent will only contain data available to the SIP trunk itself.

For example, if an inbound call is first answered by an ACD recorded announcement and then answered by the agent, and the agent places the call on hold and then later resumes the call. The call would be broken up into 4 recordings:

- Recording 1 = ACD recorded announcement
- Recording 2 = Call with the agent until the agent placed the call on hold
- Recording 3 = Hold music
- Recording 4 = Call with the agent after the agent retrieves the call

Internal Calls – Not recorded.

Data Capture for Calls with Multiple Segments

For the RTP packet capture audio collection method, a recording with multiple segments in a call does not always generate a new recording for each call segment. For example, when a person receives a supervised transfer, the consultation call segment and the transferred segment are merged into one recording, and the call data from the last segment of the call overwrites the data stored from the previous segment. If the last segment does not include a data value, then that value is retained from the previous segment. This is illustrated in the following scenario:

1. An inbound call from 480-222-3333 is answered by John (ext. 111). Encore starts recording John's extension; we will refer to this as Recording A. This data is associated with Recording A:
 - a. Recorded Party Number =111
 - a. Recorded Party Name=John
 - b. Other Party Number =4802223333
 - c. Other Party Name is blank
2. John (ext. 111) makes a supervised transfer to Greg (ext. 112). Recording A between the caller and John stops. Recording B starts to record John's station (ext. 111) and capture the conversation between John and Greg. Recording B includes this data:
 - a. Recorded Party Number =111
 - b. Recorded Party Name=John
 - c. Other Party Number =112
 - d. Other Party Name=Greg
 - e. Consult=Yes

At the same time Recording B starts, Encore also starts Recording C of Greg's station (ext. 112). Recording C includes this data:

- a. Recorded Party Number =112
 - b. Recorded Party Name=Greg
 - c. Other Party Number =111
 - d. Other Party Name=John
3. When John (ext. 111) hangs up his phone to transfer the caller to Greg (ext. 112), Recording B ends. Recording C continues and new data is assigned to it. Because a caller name was not originally provided for the call, the recorder does not erase the existing call data in the Other Party Name field; instead, it retains the original data.

- a. Recorded Party Number=112
 - b. Recorded Party Name=Greg
 - c. Other Party Number =4802223333
 - d. Other Party Name=John
4. When Greg hangs up his phone, Recording C stops.

If the original call was from an internal party, let's say it was Jen at extension 114, the recorder would create just one recording for Jen (ext. 114) and it would include the conversations with both John (ext. 111) and Greg (ext. 112). The Other Party Number field would show 112 and the Other Party Name field would show Greg because this was the last person she would have talked to.

For the Subscription-based TAPI Audio Stream method, the internal segment of a call is not recorded. Consider the following scenario:

1. An inbound call from 480-222-3333 is answered by John (ext. 111). Encore starts recording John's extension; we will refer to this as Recording A. This data is associated with Recording A:
 - a. Recorded Party Number =111
 - b. Recorded Party Name=John
 - c. Other Party Number =4802223333
 - d. Other Party Name is blank
2. John (ext. 111) makes a supervised transfer to Greg (ext. 112). Recording A between the caller and John stops, and the conversation between John and Greg is not recorded because it is an internal call.
3. When John (ext. 111) hangs up his phone to transfer the caller to Greg, Recording B starts to record the conversation between Greg and the caller. Recording B includes this data:
 - a. Recorded Party Number=112
 - b. Recorded Party Name=Greg
 - c. Other Party Number =4802223333
 - d. Other Party Name is blank
 - e. When Greg hangs up his phone, Recording B stops

Appendix 1: Glossary

abandoned call

An incoming call which is answered by the ACD but terminated by the caller before it is answered by an agent.

ACD

Automatic Call Distributor. An application that answers calls and directs them to a predetermined queue, or line, of waiting calls. In most cases, the ACD ensures that the first call in is the first call answered. It also determines which agent receives a call based on predetermined criteria such as idle time or availability and generates reports on call volume and distribution.

agent

A person who handles phone calls. Other variations include operator, attendant, representative, customer service representative (CSR), telemarketer, phone sales representative (TSR), and so on.

agent name

If the agent is logged into the ECC ACD, this is the ECC Agent Name.

agent number

If the agent is logged into the ECC ACD, this is the ECC Agent Number.

ANI

Automatic Number Identification. For inbound calls, this is the phone number from which the customer is calling (may not be supported by the trunk). For outbound calls, this is the dialed number.

automated attendant

A voice processing system that answers calls with a recording and then enables callers to press touch-tone buttons to navigate through a menu system to a person, department, or voice mail.

call direction

The direction is either incoming (inbound) or outgoing (outbound).

Call GUID

A unique identifier used by the database to locate each recording. The call identifier for a recording can be viewed in Encore.

call ID

A unique call ID assigned by the PBX, showing the relationship to other call ID's assigned by the PBX. For example, this identifier allows the Encore server to relate the "customer-agent" call to the "agent-supervisor" consultation call.

call record

An entry in a database that holds the data associated with a call.

call type

The call type is either internal or external.

consultation call

A call that is made while the customer (original call) is on hold. In the database, the **Consultation Call** field shows **Yes** when the recording is a consultation call.

customer ID

For ECC ACD calls, this is the ECC Customer ID.

customer name

For ECC ACD calls, this is the ECC Customer Name.

dialed number

Captured for outbound calls and is stored in the ANI field.

digital recording

A method of recording that converts analog sound into a series of pulses that are translated into binary code, which is read by computers.

DNIS

Dialed Number Identification Service. For inbound calls, this is the number the customer dialed or the agent's extension number (may not be supported by the trunk). For ACD calls, this field includes the DNIS provided by ECC.

dynamic IP capture

Encore captures a phone's IP address from the TAPI messages allowing an agent to hot desk to any phone while still retaining the ability to record the agent using the Station-side RTP Packet Capture method.

ECC call ID

For ECC ACD calls, this is the ECC Call ID.

encrypted calls

Calls that have the audio RTP packets encrypted. This prevents 3rd party applications, such as the Encore system, from using the RTP packets for recording.

extension

The number associated with a person's station. Extension and station are sometimes used interchangeably.

external calls

In these calls, the calling or called parties are outside the PBX.

full-time recording

This method uses the Recording Engine to record all conversations for the defined endpoints.

group ID

For ECC ACD calls, this is the ECC Group ID.

group name

For ECC ACD calls, this is the ECC Group Name.

hold duration capture

The sum of all hold durations that occurred during the recording.

hunt group name

If the call is a hunt group call, then the name of the hunt group is stored in this database field. If the call is not in a hunt group, then the field is blank.

hunt group number

If the call is a hunt group call, then the number of the hunt group is stored in this database field. If the call is not in a hunt group, then the field is blank.

inbound

Calls which are received/answered by a recorded party.

internal calls

Calls made between extensions on the same PBX.

other call ID

A unique call ID assigned by the PBX, showing the relationship to other call ID's assigned by the PBX. For example, this identifier allows the Encore server to relate the "customer-agent" call to the "agent-supervisor" consultation call.

other party name

Name of the other party on the line with the person being recorded, may be blank if this is an external call.

other party number

Number of the other party on the line with the person being recorded; if external and incoming call, this is an ANI.

outbound

Calls which are initialed/placed by a recorded party.

pause/resume on hold

A method that pauses the recording of audio and screen when a call is placed on hold, and resumes recording when the hold is taken off.

PBX (PABX)

Private (Automated) Branch Exchange. The phone system to which the office phones are connected.

priority

For ECC ACD calls, this is the ECC Call Priority.

recorded party name

Name of person being recorded.

recorded party number

Number of person being recorded.

recording

The audio recording, screen recording, and database record associated with a single phone call or conversation.

related call lookup

A customer's experience in a call center may include multiple recordings even though the customer was on one, continuous call. This feature shows recordings that are related to the selected recording.

service ID

For ECC ACD calls, this is the ECC Service ID.

scheduled recording

This method uses the ESO Engine 2 to only record the defined endpoints according to the recording schedule. For instance, Encore may only record 50% of the calls on the defined endpoints instead of 100% as is automatically done for full-time recording.

ShoreTel Office Anywhere

A feature that allows users to assign their extension to any phone, including a mobile phone or home phone.

station

A phone connected to the PBX.

TAPI (Telephony Application Programming Interface)

A telephony software interface included in a Microsoft Windows operating system that supports the incorporation of telephony control by other applications.

third call ID

A unique call ID assigned by the PBX, showing the relationship to other call ID's assigned by the PBX. For example, this identifier allows the Encore server to relate the "customer-agent" call to the "agent-supervisor" consultation call.

trunk

The connection between the phone company and the PBX that carries incoming and outgoing calls. For the Trunk-side TDM audio collection method, this is the trunk number as defined by the PBX that is linked to specific physical trunks and their channels. For the Trunk-side SIP Packet Capture audio collection method, this is a fictitious, ever-changing number that is only populated when a call is associated with a recorded agent.

user name

The ShoreTel User Name. This can be captured in the **fldAgentLoginID** field when Encore is not integrating with ECC.

warning tone injection

A tone that is played every 15 to 30 seconds to indicate to all parties that the call is being recorded.

work group name

If the call is a work group call, then the name of the work group is stored in this database field. If the call is not in a work group, then the field is blank.

work group number

If the call is a work group call, then the number of the work group is stored in this database field. If the call is not in a work group, then the field is blank.