



ShoreWare Director

ShoreWare® Director is a Web-based network management tool that provides a single management interface for all voice applications, across all locations. This best-in-class management interface unifies all systems and tasks, instead of using separate management systems and administrators for multiple PBX, voicemail and automated attendant systems. Extremely easy to learn and use, the system helps improve administrator productivity, lower ownership costs and reduce IT resources.

Plug and play deployment, easily scalable

ShoreWare Director recognizes all active IP phones on the network and eliminates manual processes by immediately configuring them (except third party SIP phones). New users are automatically assigned an extension, mailbox, auto-attendant profile when they first access their voicemail, and can then be added to an Automatic Call Distribution (ACD) group.

Performance status at a glance

A single-screen view of the entire enterprise system graphically notifies administrators about the performance status of all key components, at all times.

Optimize toll and WAN usage

Centralized Call Detail Reporting (CDR) across the enterprise simplifies accounting and bandwidth issues. Bundled reports provide information on trunk, user, workgroup, and network activity, exposing under-utilized trunks and network performance across WAN links to help optimize performance.

Online documentation

Searchable online documentation gives users and administrators quick and easy answers. Resources include an administration guide, as well as installation and user documentation.

Integrated software distribution

Integrated software distribution for voice switches, IP phones, and desktop applications helps reduce support overhead and ensure system optimization.

SNMP support

The ShoreGear® voice switches support the discovery of an SNMP agent by any network management application. In addition, the ShoreWare server can be configured using SNMP.

Call Detail Reporting (CDR)

The ShoreWare CDR service generates call records for all locations into a single, unified database on the ShoreWare server-there is no need for "buffer boxes" and "polling devices" to integrate CDR data from multiple sites. The service also generates call records into a text file for use by third-party call accounting packages.