

Call Recorder for HEAT®

www.papillontechnology.com

papillon technology
the future is calling



See what our customers say...

"We considered a trunk side call recording solution but accessing recordings was a nightmare compared to Call Recorder."

"With all the jargon and acronyms used in the computer industry today, Call Recorder has proved an excellent training tool for our new staff. The ease of access to recordings is priceless."

The Complete Call Recording Solution for HEAT.

Ever wished you had recorded a call with a difficult client, or kept a **detailed record** of the resolution to a complex issue? Well, now you can with Call Recorder. Just imagine **instant access** to some crucial detail overlooked in an intricate technical dialog.

Like all Papillon Technology computer telephony products, Call Recorder is seamlessly integrated with HEAT®, making it straightforward and easy to use.



Call Recorder hardware
Compact, Discreet, Easy to Install

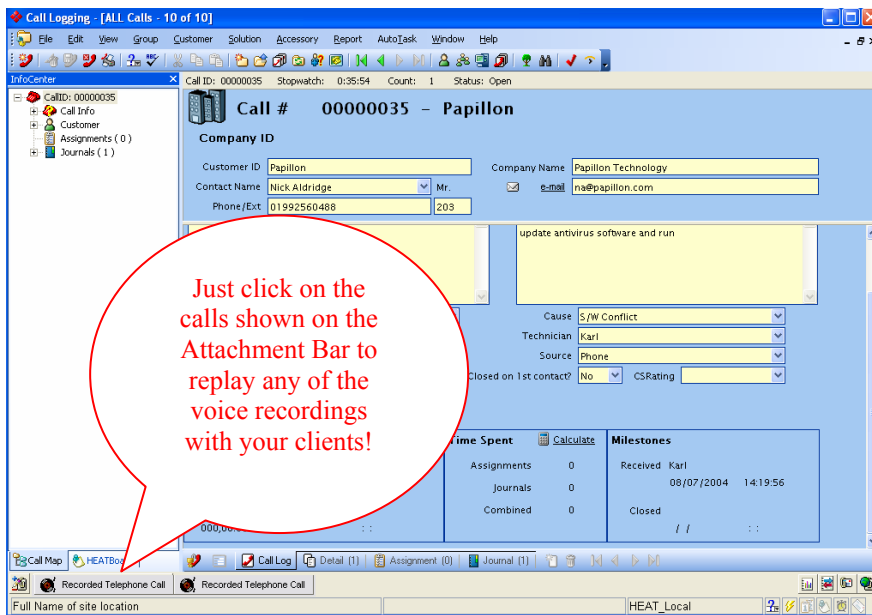
Recording your telephone calls is a breeze. Simply click the icon in your system tray.

You can choose to record every call or any individual calls. Recordings are assigned a unique file name, compressed and **automatically linked** to the HEAT® Call Ticket.

Optional settings allow you to add descriptive References to recorded calls.

Call Recorder for HEAT® will work with virtually any digital or analog telephone handset and is a fraction of the cost of traditional call recording technology.

Use in conjunction with Tapi Link for HEAT® to automatically record all calls, or even record calls randomly.



Listen to any Call Recordings at any time – just click on the Link !



Frequently Asked Questions

Will Call Recorder work with any digital or analog telephone handset ?	Yes
Can Papillon Technology advise me if call recording is legal in my state ?	Yes
Will the digital recording files take up a lot of hard disk space ?	No
Can recordings be played back into a telephone conversation ?	Yes
Can the call recordings be saved on a shared network drive ?	Yes

How is Call Recorder most commonly used?

- Transaction verification
- Staff Training
- Time-Based Support Verification
- Quality Assurance
- Information Validation
- Tracking Complex Issues
- Dispute Resolution
- Pre-Recorded Greeting Play

If you have any questions regarding CTi or require any further information please contact Papillon Technology by telephone on US +1 (614)-559-2270, internationally on +44 (0)1992 560487 or by email to sales@papillontechnology.com.

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