

Call Recorder for GoldMine®

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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 GoldMine.

Ever wished you had recorded a call with a difficult client, or kept a **detailed record** of a difficult negotiation? Well, now you can with Call Recorder.

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

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



Call Recorder hardware

Compact, Discreet, Easy to Install

Just click on the calls shown on the Links tab to replay any of the voice recordings with your contacts!

Document	Type	File Name	Date
Sales Training Session	Wave Sound	NICK021025180618.wav	May 7, 02
Lengthy Negotiation	Wave Sound	CAROLE02112209531.wav	Nov 22, 02
Complex verbal agreement	Wave Sound	NICK021025180618.wav	Oct 25, 02
Promise of payment today	Wave Sound	NICK021204165413.wav	Dec 4, 02
Verbal order taken	Wave Sound	GAIL020122120920.wav	Mar 10, 03
Complaint	Wave Sound	NICK030310173931.wav	Mar 10, 03
Seminar recording	Wave Sound	NICK030310175149.wav	Mar 10, 03

You can choose to record every call or just record the calls you want to. Recordings are assigned a unique file name, compressed and **automatically linked** to your customers GoldMine® record via the Links tab.

Optional settings allow you to add descriptive References and Notes for recorded calls and even to Schedule Follow-Up Actions as a result of the call.

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

Listen to any Call Recordings at any time – just double-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 in to a telephone conversation ?	Yes
Can the call recordings be saved on a shared network drive ?	Yes

Where is Call Recorder most commonly used?

- Transaction verification
- Accounts Collection
- Staff Training
- Tracking Complex Negotiations
- Telephone Interview / Research
- Data Collection
- Quality Assurance
- Dispute Resolution

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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