

# Tapi Link for HEAT®

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papillon technology  
the future is calling



## See what our customers say -

*"Your Tapi Link product is great. My staff really appreciate the benefits of having the caller's information at their fingertips every time the phone rings. Our customers have noticed the improvement in customer service. I have noticed the increase in productivity"*

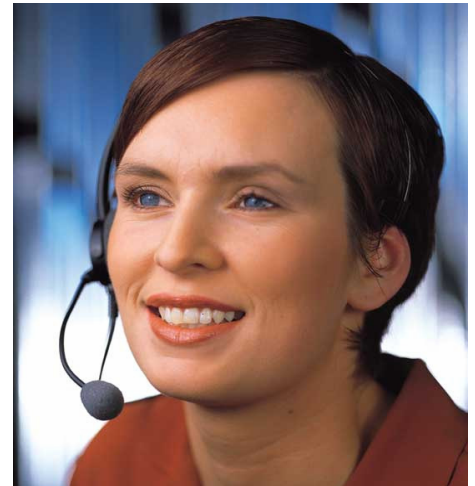
*"We've been using Tapi Link for six months and I don't know how we ever managed without it."*

## High Performance Computer Telephony for HEAT®

With Tapi Link you will **know who is calling** and have all the necessary data to hand before you answer the telephone.

When the telephone rings Tapi Link performs rapid searching on all telephone number fields in your HEAT® database and screen pops the caller's details **before** you even answer the phone!

This process is entirely automatic - which means that it doesn't matter whether your contact is calling from their office, their



Tapi Link for HEAT® - seamlessly integrated.

The screenshot displays the Tapi Link software interface. The main window shows call logging information for a call from Papillon Technology. An 'HEAT® Incoming Call Pop-Up' window is overlaid, displaying the caller's details: Nick Aldridge, contact Karl Asher, and various call history entries. A 'Tapi Link On-Hook' window is also visible, showing a numeric keypad and function buttons.

Tapi Link can deliver client information and summon the HEAT® profile - before you answer the telephone call !

mobile phone, or even their home office. If their number is listed in a HEAT® profile - Tapi Link will **display the caller's information** on-screen.

When the telephone rings—automatically summon either the corresponding HEAT® Profile or alternatively, a New Call Ticket with the incoming caller's information already pre-populated.

This will improve your response times and enhance the levels of service you provide to your clients.

Tapi Link also enables users to **automatically dial** contacts directly from the HEAT® profile.



## Frequently Asked Questions

Can Tapi Link pre-populate New Call Ticket information?	Yes
Can Tapi Link be used with GoldMine® data for Dialing and Screen-Pops ?	Yes
Can Papillon Technology advise me if my telephone system supports TAPI ?	Yes
Does the Tapi Link license need to match the HEAT® user count?	No
Can Tapi Link search every telephone number in HEAT®/GoldMine® ?	Yes

## What telephone hardware do I need in order to use Tapi Link?

In order to take advantage of CTI (Computer Telephony Integration) it is necessary to have either a telephone system or a telephone handset that supports the Microsoft® TAPI standard.

Most modern switchboards support TAPI, however, there are certain exceptions.

It is therefore advisable to check for compliancy by contacting Papillon Technology.

If you are a single user or are using a number of standalone telephone lines, there are hardware solutions available that are bundled with Tapi Link. Please contact us for more details.

If you have any questions regarding CTI or if you 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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