CallRecorder
COMPUTER SOFTWARE

Trillium Technology Pty. Ltd.
ABN: 66 092 094 696

50 Duke Street, Abbotsford,
Victoria, Australia, 3067.

Phone +61 3 8413 0400
Fax +61 3 9429 5667
Email trillium@trillium.com.au
Web www.trillium.com.au

CallRecorder Computer Software

Manual- REC S/W
Automatic- REC S/W-A

Benefits:

Trillium's CallRecorder Software is a convenient, user-friendly application for recording telephone calls to your computer hard disk or server for storage and later retrieval.

Used in conjunction with a Trillium Telephone Recording Adaptor, CallRecorder is an extremely powerful tool providing significant benefits for all businesses regardless of size. It's low entry cost makes it the ideal call recording solution for small businesses, SOHO, home, customer contact centers and departments within large corporations.

Improve Service Quality- confirm details such price, quantity delivery address and customer details to avoid costly mistakes.

Staff Training - review and analyse customer contact calls to develop appropriate training for customer contact staff.

Interview and conference transcription- review interviews and telephone conference calls to allow accurate transcription or minutes to be prepared.

Sales and Marketing- review and analyse calls to refine sales and marketing campaigns.

Dispute Resolution- review calls to quickly and accurately resolve misunderstandings or disputes.
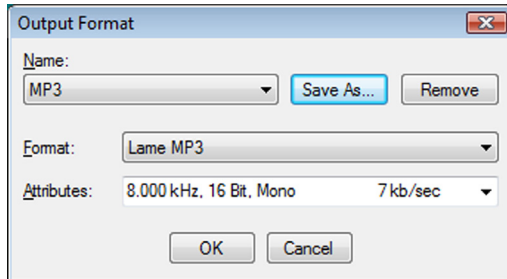
Playing Pre Recorded Announcements- pre-record terms and conditions and play these to the telephone line to improve efficiency and minimise errors or omissions.
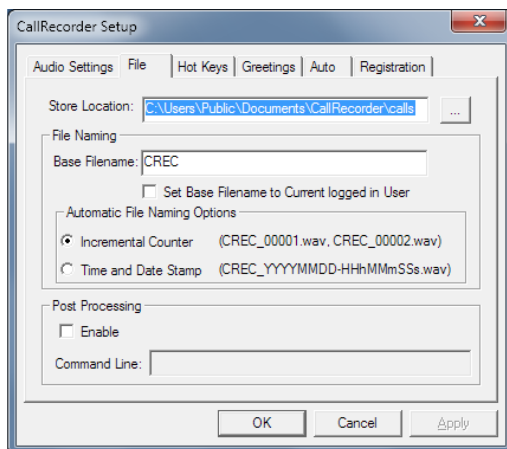
Features:

- Available in Manual or Automatic Record Versions.
  Manual version– use the Keyboard Function Keys (F1 –F12) or mouse to start, stop and save recordings.
  Automatic Version– Uses voice detection to automatically record and save calls. Can also be run in manual or semi-automatic mode.
- Easy to install and simple to use.
- Record conversations direct to your hard disk.
- Post processing of files- Write your own script to move, compress or zip the saved file.
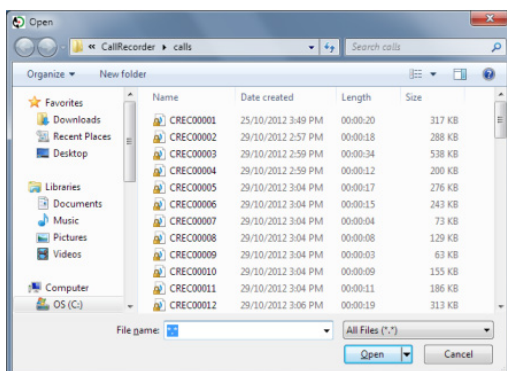
More Features

- **Selectable output file format-** Allows you to select the format and attributes of the saved recording file, enabling you to reduce the file size by reducing the record quality.
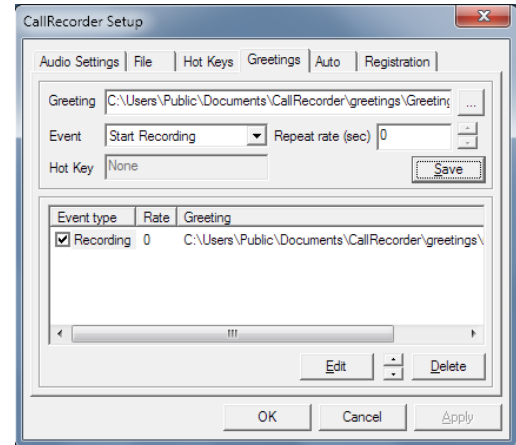

- **Time and Date Stamping of Recordings-** Each recording is automatically stamped with time and date of recording when saved.

- **Flexible Naming Options-** Base File name can be selected or set to be User based. Select "Incremental Counter" or "Time and Date Stamp" for file adjunct. If required file name can be manually edited when saving the recording.

- **Playback select window-** Quickly select and playback recordings through your PC Sound card to speakers or headset.

- **Announcements-** Manually or automatically play pre-recorded announcements or "Beeps" during the call or at specific points of the recording (e.g. at the start of a recording).

- **Real time indication of recording in progress-** A flashing green circle in the CallRecorder system tray Icon provides confirmation that recording is in progress.

- **Selectable recording quality-** Allows you to minimise the disk space used by the temporary file created during recording. This is particularly useful when recording very long conversations.

System Requirements

- IBM compatible computer.
- Microsoft Windows 98, ME (Millennium Edition), 2000, Windows NT, Windows XP, Vista or Windows 7.
- Sound Card or Trillium USB Recording Adaptor (which provides an inbuilt Sound Card).
- Telephone Recording Adaptor

Note: There is Commonwealth and State legislation relating to the recording of, and listening to, communications over the Telecommunications Network. Compliance with Telecommunication standards should not be taken to mean that any subsequent use of this equipment complies with the relevant legislation. For further information on Privacy Guidelines refer to http://www.privacy.gov.au/faqs/ypr/q1_print.html