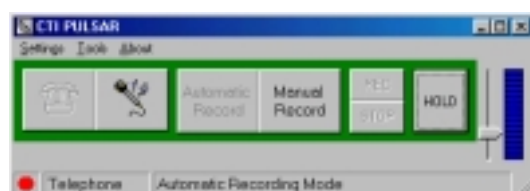# CTIPULSAR

Telephone and room conversation recorder

Record conversations on your PC for direct access and ease of archiving.

In today's hectic world many binding contracts are made verbally over the telephone. Recording a conversation can help you avoid costly mistakes by enabling you to replay the conversation to clarify details and make sure you have the correct information.

For staff training purposes experienced staff conversations can be replayed to new staff so they can quickly learn about various customer queries and how to respond. This helps in providing continued quality customer service which is essential in today's competitive market. Businesses are often remembered by the way a query was dealt with.

From the main screen you can choose telephone or room/telephone recording and manual or automatic. The latter will record all conversations, just 'fit and forget' - no need to remember to press the record button. Whereas with the former you will need to press the record and stop buttons to activate the recorder.
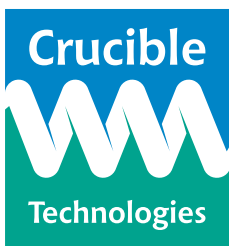

From this screen you can see a list of files and choose which one to playback. No need for rewinding and guessing when to stop as with a tape machine. You can also see which are room recordings and the date and time of the recording.

In the UK it is legal to record telephone conversations. Oftel states "that every reasonable effort should be made to inform all parties to a telephone conversation that it may or will be recorded". This can simply be a line in your terms and conditions or in adverts and literature.

- Records onto hard drive of PC or any other external storage device.

- Each record is tagged with file name, date/time, type of conversation and duration.

- Records all telephone conversations - incoming, outgoing and internal.

- Can work on analogue and digital phones.

- User can choose auto or manual recording.

- User can choose telephone or room/telephone recording.

- Built-in sensitive microphone for room/meeting recording.

- User can choose where to save files and where to archive.

- Can assign your own file name for each recording. A prompt will appear at the end of the conversation.

- User can order files by file name, date/time, type of conversation and duration.

- Encryption of recordings with password protection. (Professional version)

- Background operation with control settings password protected. (Professional version)

- Recording indicator.

- Auto start/stop based on voice level.

- 25 hours recording time to one Gigabyte of hard disk space. (Standard version)

- Files automatically zipped for increased storage capacity. 100 hours recording time to one Gigabyte of hard disk space. (Professional version)

- Powered via COM port.

- Compatible with Windows 95™ and above, also Windows NT. Requires min 100Mb free hard disk space.

- Supplied with RS232 cable, audio lead, telephone lead, software CD-ROM and installation/user manual.

- Sound card required for PC.

- Dimensions 6 cm x 11 cm x 2 cm.

Crucible

Technologies

For further information on this or any other product in the Crucible Technologies range please contact: