

**TELSTRAT**



# **CALLPARROT™**

## **BUSINESS CALL RECORDING**

Simple ♦ Intuitive ♦ Secure

We've made call recording affordable to any company. It's not just for call centres anymore.



Whether you're serving patients, students, civilians, clients, or retail customers, TelStrat has a call recording solution to suit your unique call recording needs. Small or large, local or global, our innovative and efficient design makes call recording affordable to every company.

With the **CALLPARROT™** Business Call Recording system, now you have the power to permanently document all conversations and accurately recall what customers asked for, what promises were made, and sometimes more importantly, what promises weren't made.

**CALLPARROT** from TelStrat enables you to capture telephone conversations for virtually any purpose, whether you are looking to ensure top quality customer service, mine customer calls for invaluable intelligence, protect your company from frivolous lawsuits, or avoid employee conduct issues. There is no end to the returns you can reap from a **CALLPARROT** recording investment.

"If a recording implementation prevents a company from a single frivolous lawsuit, then it is likely to have paid for itself."

- Donna Fluss, Principal  
DMG Consulting LLC

Call recording will **boost revenue** by...

- ...Ensuring service quality, accuracy, and proficiency
- ...Improving the sales process by enabling review of customer requests, preventing miscommunications, and facilitating post-evaluation of selling techniques
- ...Capturing market intelligence on perceptions, needs, and preferences of customers

Call recording will **reduce costs** by...

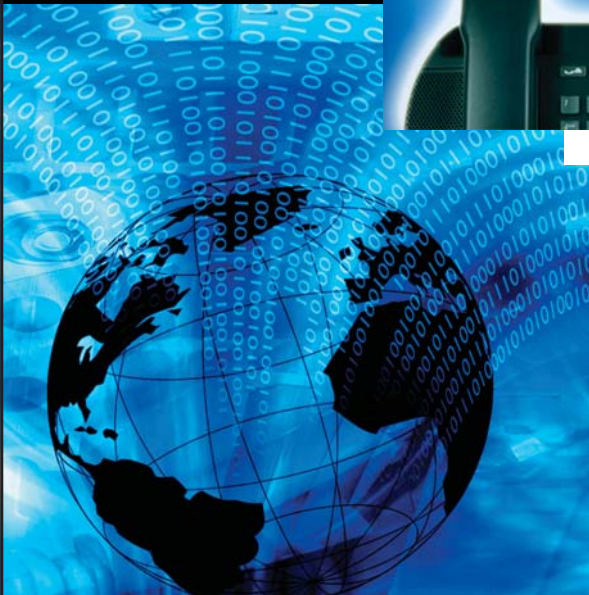
- ...Resolving disputes quickly
- ...Preventing miscommunications
- ...Improving training efficiency

Call recording will **prevent losses** from...

- ...Frivolous lawsuits
- ...Threatening calls
- ...Employee misconduct

Call recording has never been so **simple**. Period.





The award-winning **CALLPARROT** Business Call Recording system is unparalleled in the industry because of its unique combination of benefits to you, including unprecedented ease of use, rich capabilities, outstanding flexibility, and a surprisingly low total cost of ownership.

**CALLPARROT** puts the power to record, store, retrieve, playback, and distribute telephone conversations at your fingertips.







"CALLPARROT is exceptionally intuitive and simple to use. You can install and operate this call recording solution without ever needing to pick up a manual."

- Jim Carter  
Affiliated Communications



**Public Safety**  
"What is your emergency?"

**Medical Practices**

"As the patient's primary insurer, we will pay for 80% of Mr. Duncan's surgery."

"Your silent alarm has been activated. Is everything alright at your home?"

**Security Services**



# WHY DO YOU NEED CALL RECORDING?

**Call Centres**

"Yes, I am satisfied with your product."

"The property at 514 Bonaventure Road has no claims against it and is ready to sell."

**Mortgage Firms**

"Please transfer £5,000 to my savings account."

**Banking**

**Financial Institutions**

"Sell 1,000 shares when the stock price hits €20 ."

**Charitable Entities**

"I will pledge €50 per month this year."

"I consent to switching to your company for my electricity services."

**Utility Services**

"Administer 500 mg of amoxicillin to the patient tomorrow morning." **Hospitals**

**Estate Agents**

"Please put in an offer of £200,000 for the house at 63 Cherry Lane."

"No, I did not use my indicator before I changed lanes."

**Insurance**

"I will agree to settle this lawsuit for €100,000."

**Legal Entities**

"I'd like to bet £500 on England winning the world soccer cup."

**Gambling & Gaming**

**Internal Calls**

"I would like to change my retirement fund contributions."

**Education**

"We will pay €5,000 in financial aid for Ms. Benson's schooling."

"This call is to inform you of an important product recall."

**Retailers**



# Why CALLPARROT™?



**Simple to use.** CALLPARROT is so intuitive, there will be little, if any, training required to use it.

**Fast & easy installation.** CALLPARROT can be up and running in one day.

**Affordability.** Call recording has never been so cost effective. Our elegant design and generous licensing makes CALLPARROT one of the best values in the industry.

**Feature richness.** CALLPARROT is packed with enhanced capabilities beyond just call recording.

**Flexibility.** CALLPARROT can be easily configured to meet any of your special recording needs, whether you want to automatically record all calls, record on-demand, or set up rules for recording based on incidents, schedules, customers, agents, or even at random.

**Playback to your desktop.** CALLPARROT's on-demand retrieval allows you to access recorded calls from your PC workstation and listen to them using standard players such as Windows® Media® Player. You can even access them securely from a remote location.

**Customised security.** Set recording, playback, and administration rights to your preferences and unique needs.

**Share anywhere.** You can distribute a recorded call easily by simply attaching it to an email, posting it to a web site, or saving on a disk. The audio file can be sent to anyone, anywhere, regardless of whether they are recording-enabled.

**Widespread interoperability.** Record calls on virtually any telephone platform including those using analogue, digital, IP, or conventional radio technologies.

**Future proofed.** CALLPARROT is IP-ready, allowing for a seamless migration path from digital to IP telephony. That way, your company can migrate when it's ready.

**Call classification.** Calls can be classified upon playback for organising or flagging notable conversations. You can then quickly retrieve all calls matching certain criteria.

**Conversation Save.™** Only CALLPARROT gives you the on-demand Conversation Save feature, which lets you record any call from its inception when you press the Conversation Save button on your phone. So even if you're near the end of your call, the entire conversation can be captured at your command.

**Scalability.** CALLPARROT can grow from one phone to many thousands of phones and expand with you as your needs change.

**Field proven.** CALLPARROT, formerly known as the integrated Digital Voice Recorder (iDVR™), has received multiple awards, has been certified by several industry leaders, and has delighted thousands of satisfied customers.





## SERVICE & SUPPORT

We work with your distributor to provide you with exceptional technical support, and TelStrat sees to it that their agents are highly trained at resolving your issues.

Installation and professional services such as training and system customization are available, however, CALLPARROT is so simple to install and use that call recording is often up and running in as little as one day. Thus, additional services are usually not necessary.

Rest assured that TelStrat will never fall short of 100% customer satisfaction.

## ABOUT TELSTRAT

TelStrat is an award-winning, global provider of communications network solutions for both enterprise and carrier environments.

For the enterprise, TelStrat delivers a variety of OEM solutions in addition to the CALLPARROT call recording portfolio. For carrier environments, TelStrat focuses on expanding local loop bandwidth and service support for triple-play services.

TelStrat has grown to serve innumerable trusted names in the communications technology industry. Established in 1993, TelStrat has maintained consistent profitability throughout the years while self-funding its extraordinary growth. Among the many accolades to the TelStrat name are ISO 9001 certification, in-house manufacturing for maintaining stringent quality controls, a synergistic blend of diverse people and talents, uncompromising integrity, and one of the strongest customer care programs in the industry.

TelStrat is headquartered in the telecom corridor just north of Dallas, Texas, USA with sales and service offices located across North America, Europe, Asia-Pacific, Africa, Caribbean, and Latin America.

