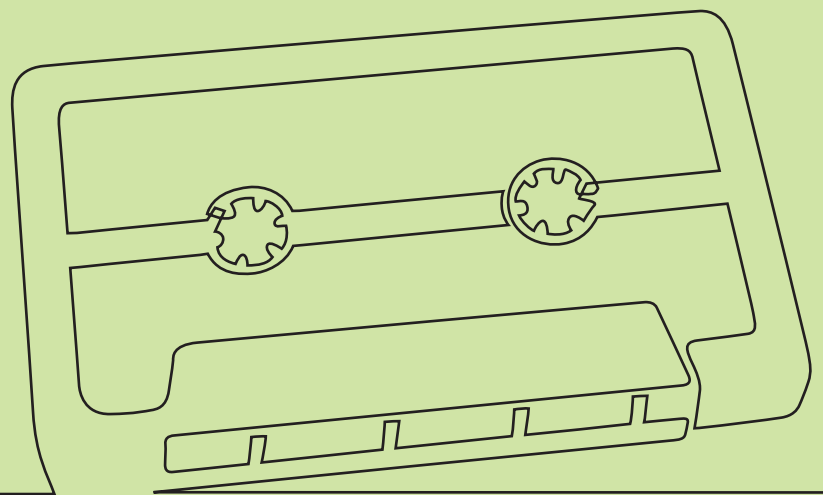


Call record Our call record solutions give you the freedom to record conversations automatically or at the touch of a button, and because we hold the hardware in-house there's no need for you to purchase expensive recording equipment



Call record

With so much business done today over the phone, missing details from an important conversation could prove disastrous. Recording conversations is therefore the obvious solution to the problem. However, until now this option was only available to companies through the purchase of expensive digital recording equipment located at each site.

Our Call Record solution can reduce the risk of missing details from important calls, allowing you to record conversations without the need to purchase expensive on-site recording equipment.

Our network based solution gives you the ability to record in and out-bound¹ calls in three formats:

All Calls

On Demand

By Percentage

Upon completion of a call, the recording is converted into an audio file which can be retrieved in two ways. It can be e-mailed to a dedicated account or stored online using Totem's audio server.

Totem's Call Record solutions help meet the latest regulatory requirements for businesses within the following industries:

- > Financial Services
- > Insurance
- > Legal
- > Travel

In these businesses, advice is accountable and details can have major consequences. In fact, sooner or later, it is expected that any organisation who conducts business over the phone will be required to record all incoming calls.

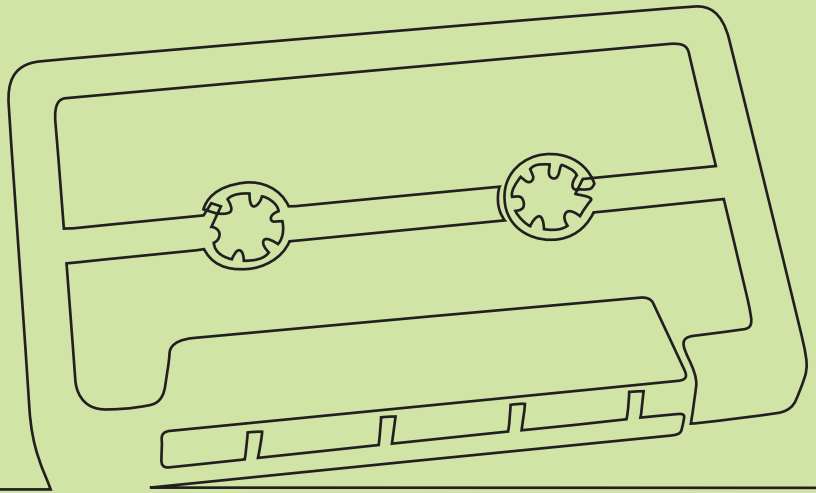
We will work with you as an integral part of your team to design and implement the best call record solution for your business.

The benefits

Call Recording can be deployed on both inbound and outbound telephone calls.

- > Use call recordings for training/quality control purposes
- > Use call recordings to resolve business disputes
- > Recordings are stored in the most cost-effective manner
- > Low cost solution which can be rapidly deployed.

¹ Outbound call recording may require PBX programming which is the responsibility of the End User.



Recording retrieval

Choose the method of recording retrieval to suit your business needs.

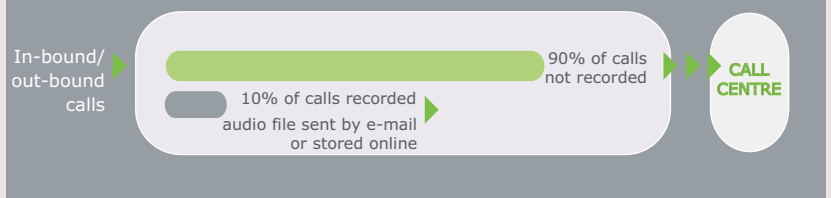
Your recording can be delivered directly to your email account which means you do not have to log-in to a different system.

Alternatively, you can use Audio Server. This enables you to manage your call recordings online, allowing you to search by date, time, dialled number and target number. Your recordings can be accessed anywhere, anytime providing you have an internet connection.

How Record On Demand works



How Record By Percentage works



For more information on how we can help you, please visit us at:
www.totemcomms.com

Or call our customer services line on:
08000 199 199

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