

Converse



The complete telephone recording solution

- **Record calls** to keep a permanent record of legally binding verbal agreements and business commitments. Make notes at the same time for future reference.
- **Organise recordings for easy retrieval** by dropping them into folders (just like in Outlook).
- **Play back calls** using a few mouse clicks.
- Add key points to your calls to **highlight the important points**. There's no need to listen to the whole conversation when you play it back; just skip to the part that you want to listen to.
- Use Converse with **all** office telephones and telephone systems including **DECT**.
- One hour of recording requires only 4.5 Mb of storage.
- **Easy to set up and use.** No special knowledge is required to start using the system and everything that you need is included in the box.
- Converse is compatible with Windows 2000, ME and XP.
- Email recordings using **MS Outlook**.
- There are two versions of Converse which have been designed for offices of all sizes. **Converse** starts and stops recording under your control. **Converse Auto** records all conversations automatically.

The screenshot shows the Converse software interface. On the left, there are several panels: 'Audio Tasks' with buttons for 'Record a Conversation', 'Play Back a Recording', 'Remove Recordings', and 'Hide Folders'; 'Recording Details' showing a conversation recorded on Thu 25 Aug at 21:47 (8 secs, 10.4 KB); 'Folder Details' for 'Sales Enquiries' (15 items, 554 KB); and 'System Details' showing storage information (25.9 GB available, 16.0 GB free). The main area is split into two panes. The left pane shows a folder tree with 'Recordings' expanded to show 'Business' (Accountant, Bank, Misc) and 'Sales Enquiries' (Customers, BT PLC, Technical Support, Sales, SIT Update Calls, UAT Update Calls, Miscellaneous). The right pane shows a table of recordings:

Description	Call time	Duration
John Smith	Wed 24 Aug 2005 19:...	20 secs
Paul, Via Ltd	Wed 24 Aug 2005 18:...	1 min 7 secs
Dealer enquiry	Wed 24 Aug 2005 18:...	15 secs
Conversation (Wed at 18:36)	Wed 24 Aug 2005 18:...	32 secs
Roger Jones	Wed 24 Aug 2005 14:...	12 secs
Simon Smith, 123 Ltd	Wed 24 Aug 2005 14:...	10 secs
Summer Sale enquiry	Wed 24 Aug 2005 14:...	19 secs
Conversation (Sat at 09:35)	Sat 20 Aug 2005 09:35	27 secs
ABC PLC	Sat 20 Aug 2005 09:34	32 secs
Conversation (Fri at 09:25)	Fri 19 Aug 2005 09:25	16 secs
Conversation (Wed at 07:54)	Wed 17 Aug 2005 07:...	25 secs
Mrs Johnson, Smith & Sons	Tue 16 Aug 2005 16:32	19 secs
Conversation (Tue at 08:47)	Tue 16 Aug 2005 08:47	18 secs
Conversation (Tue at 08:21)	Tue 16 Aug 2005 08:21	8 secs
King's Head Hotel	Tue 16 Aug 2005 08:19	1 min 47 secs

The status bar at the bottom shows 'Status Idle', the date '08/10/2005', the time '19:12', and the copyright notice '(c) Pathway Data Limited'.