

Tapi Link for GoldMine®

www.papillontechnology.com

papillon technology
the future is calling



See what our customers say...

"Your Tapi Link product is great. My staff really appreciate the benefits of having the caller's information at their fingertips every time the phone rings. Our customers have noticed the improvement in customer service. I have noticed the increase in productivity"

"We've been using Tapi Link for six months and I don't know how we ever managed without it."

High Performance Computer Telephony for GoldMine®

With Tapi Link you will **know who is calling** and have all the necessary data to hand before you answer the telephone.

When the telephone rings Tapi Link performs rapid searching on all telephone number fields in your GoldMine® database and screen pops the caller's details, **before** you even answer the phone!

This process is entirely automatic - which means that it doesn't matter whether your



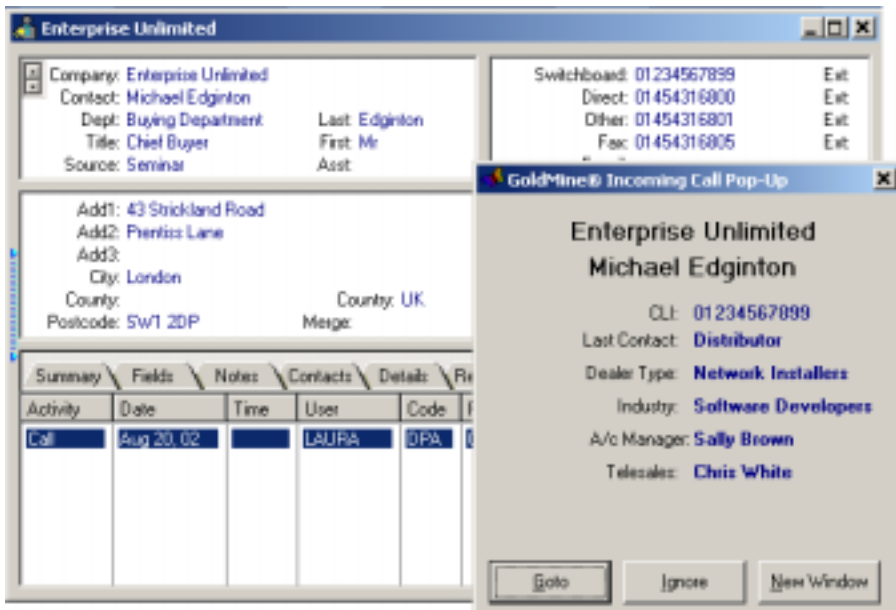
Tapi Link for GoldMine® - seamlessly integrated.

contact is calling from their office, their mobile phone, or even their home office. If their number is listed in a GoldMine® record - Tapi Link will **display the caller's information** on-screen.

This will improve your response times and enhance the levels of service you provide to your clients.

Tapi Link also enables users to **automatically dial** contacts directly from the GoldMine® contact record.

In addition, Tapi Link automatically displays Complete Call dialog boxes and has a vast array of other features.



Tapi Link can deliver client information and pop the GoldMine® record - before you answer the telephone call !



Frequently Asked Questions

- Can Tapi Link automatically display a Complete Call dialog box for all calls? **Yes**
- Can Tapi Link also be used with HEAT for Dialling and Screen Popping? **Yes**
- Can Papillon Technology advise me if my telephone system supports TAPI? **Yes**
- Does the Tapi Link license need to match the GoldMine user count? **No**
- Can Tapi Link also search on the Text version of CallerID? **Yes**

What telephone hardware do I need in order to use Tapi Link?

In order to take advantage of CTi (Computer Telephony Integration) it is necessary to have either a telephone system or a telephone handset that supports the Microsoft® TAPI standard.

Most modern switchboards support TAPI, however, there are certain exceptions. It is therefore advisable to check for compliancy by contacting Papillon Technology.

If you are a single user or are using a number of standalone telephone lines, there are hardware solutions available that are bundled with Tapi Link. Please contact us for more details.

If you have any questions regarding CTi or require any further information please contact Papillon Technology by telephone 011 44 1992 560487 or by email sales@papillontechnology.com.

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