

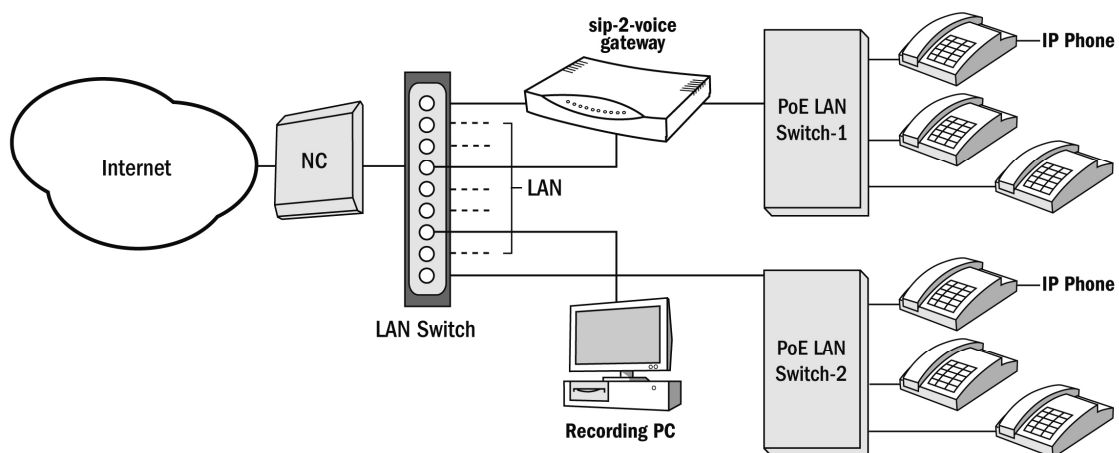


## Checktel caller consent

If caller consent is desired for recording telephone calls, the use of IVR (Interactive Voice Response) can be of help.

The message can be like: "press 1 for general inquiries, press 2 for accounting, press 3 for sales by telephone. Your call will then be recorded for security reasons."

After selection 1 or 2, the call can be transferred to telephone sets that are not recorded. While after selection 3, the call can be transferred to telephone sets that are recorded by Checktel, see image below:



**NC** = Network Connection → LAN: ADSL / SDSL / Fiber / Cable Modem / Router

Also, the Checktel recording software part can be set to record or not record calls on the extension level. These software settings can even include or exclude recording based on telephone number. See image below:

This option can also be used in case of an onsite PBX.

