

Online Playback



Features:

- Instantly available online for playback
- No capital outlay needed
- Flexible storage options
- Centrally managed and administered
- Long term storage options available
- Easy to browse and play
- Download option for storage locally
- File deletion facility

The use of a recording function on telephone calls is becoming increasingly popular nowadays, and our 'Online Playback' facility is now an essential part of the recording solution we provide. The facility offers a solution for all types of businesses and services across all industry sectors, whereby you can now have access to your call recordings instantly at the touch of a button.

How Does It Work?

Recordings are retrieved by the customer using a simple web interface and multi-media PC

- Customers can select a specific file to review using a simple query interface.
- Details of the selected recording are then displayed (call duration, CLI, TLI, etc).
- Audio from the selected file is streamed from the network to the clients PC
- The file can be played using any suitable audio player software.
- Recorded files can be stored for specified length of time, if required
- A user with the appropriate security rights can selectively delete files from the system.
- The system can be set to automatically delete recordings, e.g. 3 months after the call.
- Should you need to store the file for review off-line later, it can easily be saved locally.

For more information on the service, and a full demonstration, please call **0845 017 9000**