



OPAL[®]
TELECOM

OPAL REPLAY

THE SINGLE SOLUTION FOR MULTIPLE RECORDING



AT LAST, A WAY TO MEET YOUR CALL RECORDING NEEDS WITH MINIMUM EXPENDITURE AND MAINTENANCE WORRIES...

Opal Replay consists of an entire recording platform that is located directly within Opal's own national network and offers complete integrated call recording solutions for all types of businesses and services.

Providing access to the most flexible and creative call recording services available, Opal Replay not only eliminates your need to purchase any in-house call recording equipment, but also eradicates any maintenance problems and costs that are usually associated with it.

OPAL REPLAY



FLEXIBLE

Call recording services can be quickly accessed and provisioned enabling you to manage your business flexibly - no capital costs or complex integration issues. Even recording services for multi-site businesses (including home workers) can be managed from Opal Replay's management interface with distributed access for instant retrieval.

Retrieval is performed using a simple web-based search engine. Once a file is located, you can instantly playback the recording using any standard multi-media PC or you can download the audiofile for later analysis.

AFFORDABLE

All maintenance and support costs are included; you only pay for the capacity you use and day to day storage of your recordings are included free of charge for up to one month. Opal Replay also allows for a full archiving service that can be tailored to meet your individual requirements.

And, as your business expands, so can the level of recording - with no long lead times to order or install new equipment, and no worries about updated technology or the cost of upgrades.

EFFICIENT

Opal Call Care provides online statistics so you can monitor your calls hour by hour, enabling you to change your profiling and call delivery as required.

An easy to use web-based search engine allows you to search for and playback recorded calls.

BENEFITS

- * No capital outlay
- * No maintenance costs
- * No upgrade costs
- * No delays for service provisioning
- * Unified recording platform
- * Multi-site call recording facility
- * Ideal for home-workers
- * Pay As You Go service
- * Excess capacity for high peak demands
- * Centrally managed & administered

FEATURES

- * Network based call recording solution
- * Suitable for inbound or outbound applications
- * Trunk-side recording service
- * Flexible storage options
- * Short term RAID storage
- * Long term DVD storage
- * Instant access retrieval using web-browser
- * Calls fully recorded (both TX & RX)
- * Central high capacity secure storage.



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