



Wilmac's Voice Archive Management Series:

Continuity Replay

Now that Wilmac can provide your audio files and metadata into an open format, the question becomes: what do we do next? How do I search and replay my calls? Can I locate them the way I did before? Can I be sure that calls will purge on time? I must store these for another 10 years - how do I do that safely? All these questions can be answered with Wilmac's Continuity Replay.

Wilmac's Continuity Replay is an easy-to-use, browser-based interface that allows you to easily search and replay all your calls using the same parameters as your legacy system. No need for extensive user training on a new system with this solution.

Continuity Replay can ingest audio files from multiple platforms. Larger organizations will typically have multiple different call recording platforms. Continuity Replay is the perfect solution to bring all those audio files together, while having one location for search and replay.

Wilmac Continuity has evolved to fit the needs of all enterprise customers. We have added audit trail, retention purge, and encryption at rest, along with other features on the current roadmap.

Continuity Replay offers a full range of flexible deployment options to meet your business needs today and into the future. Our Windows software-based solution requires no special hardware. It can be deployed on-premise, either on a physical server or as a virtual machine (VM) in your existing cloud environment. We offer a Wilmac Cloud hosted option as well.

Wilmac's Continuity Replay solution is the seamless voice recording user interface. We work with you to ensure a smooth integration that meets your search and replay needs.