CONTINUITY REPLAY

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Now that Wilmac can provide your voice files and associated 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? What if I have to retain certain calls past the retention period? I must store these for another 10 years - how do I do that safely? All these questions can be answered with Wilmac Continuity Replay.

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 prior system. There is no need for extensive user training.

Similar to Wilmac Extraction where Wilmac can liberate call recording data from virtually any platform, Continuity Replay can ingest that data from virtually any platform. In some cases, larger organizations will have many different call recording platforms, possibly in different locations around the world. Continuity Replay is the perfect solution to bring all those voice files together, while having one location for search and replay.

With all software development for the Continuity Replay solution now in-house, it continues to evolve to fit the changing needs of customers. Version 4 was released at the end of February to include retention purge and legal hold. A new, sleek UI is coming very soon along with audit trail and encryption at rest features. Customer input has played a large role in the development of Continuity Replay, and we look forward to the continued improvement of the solution over time.

Continuity Replay offers a full range of flexible and scalable deployment options to meet your business needs today and into the future. Our Windows software-based solution requires no special hardware and can be deployed on-premises, 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 that continues to gain traction.

Wilmac Continuity Replay is the seamless voice recording user interface designed to meet your unique business needs. At Wilmac, we are dedicated to working with you to ensure a smooth integration that meets your compliance, search, and replay needs.

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