

Customer-driven organizations need secure and controllable access to call recordings, both for internal groups such as sales, marketing and other managers, and for external groups such as quality assurance outsourcing, legal counsel, and customers.

Traditional remote audio playback (RAP) solutions provide access to voice recordings from touch-tone phones. But telephony-based access is greatly limited by the number of recordings that can be made available and in how access to those recordings can be granted and controlled.

Now you can gain convenient, secure and powerfully managed access to your recordings across the Internet. WebRAP from etalk makes it possible.

Web Recording Access

WebRAP is a customizable, web-based solution that lets users search for and play recordings using a standard Internet browser. WebRAP delivers:

- Anywhere, anytime web-based access to recordings
- Highly granular and configurable control over which groups and individuals have access to recordings
- A true thin-client interface that provides optimum ease, convenience and operational flexibility
- The ability to brand the playback experience with your or a client's corporate logo
- Advanced security features to protect sensitive recordings

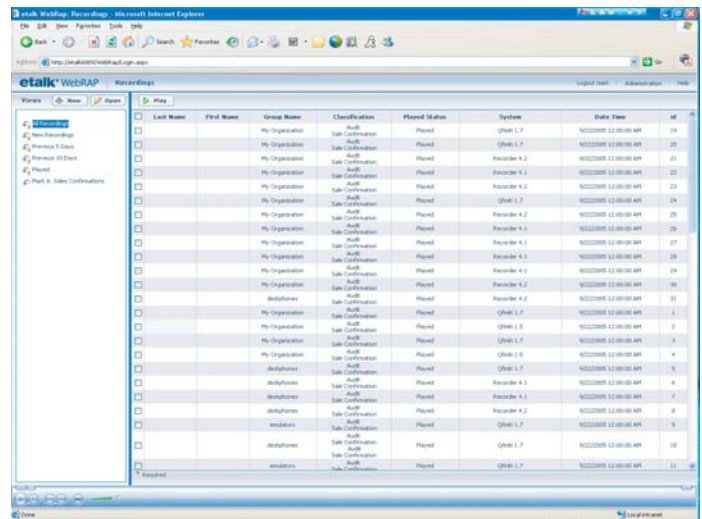
Easy to Use and Manage

WebRAP simplifies the job of accessing and administering recordings.

With WebRAP, any authorized user can find and access recordings anywhere, anytime from any web-enabled device. It's as simple as opening a browser, entering a password, then reviewing recordings using familiar media player controls. Users can define how they want WebRAP to sort and present playback lists, and they can even create customized queries to find and play specific subsets of recordings.

Administrators can quickly define which groups or individuals have permission to access specific recordings. WebRAP

employs advanced business rules-based permissions to give administrators maximum flexibility in managing access permissions. Users can be granted access based on a traditional "organizational structure" model, or based on a wide range of recording attributes, including DNIS values, time and date, client, agent ID or other CTI variables.



Last Name	First Name	Group Name	Classification	Placed Status	System	Date Time	ID
		My Organization	Auto	Placed	QIPAB 1.7	9/22/2009 12:00:00 AM	19
		My Organization	Auto	Placed	QIPAB 1.7	9/22/2009 12:00:00 AM	20
		My Organization	Auto	Placed	Recorder 4.2	9/22/2009 12:00:00 AM	21
		My Organization	Auto	Placed	Recorder 4.1	9/22/2009 12:00:00 AM	22
		My Organization	Auto	Placed	Recorder 4.2	9/22/2009 12:00:00 AM	23
		My Organization	Auto	Placed	QIPAB 1.7	9/22/2009 12:00:00 AM	24
		My Organization	Auto	Placed	Recorder 4.2	9/22/2009 12:00:00 AM	25
		My Organization	Auto	Placed	Recorder 4.1	9/22/2009 12:00:00 AM	26
		My Organization	Auto	Placed	Recorder 4.1	9/22/2009 12:00:00 AM	27
		My Organization	Auto	Placed	Recorder 4.1	9/22/2009 12:00:00 AM	28
		My Organization	Auto	Placed	Recorder 4.1	9/22/2009 12:00:00 AM	29
		My Organization	Auto	Placed	Recorder 4.2	9/22/2009 12:00:00 AM	30
		My Organization	Auto	Placed	Recorder 4.2	9/22/2009 12:00:00 AM	31
		My Organization	Auto	Placed	QIPAB 1.7	9/22/2009 12:00:00 AM	3
		My Organization	Auto	Placed	QIPAB 1.8	9/22/2009 12:00:00 AM	5
		My Organization	Auto	Placed	QIPAB 1.7	9/22/2009 12:00:00 AM	2
		My Organization	Auto	Placed	QIPAB 1.8	9/22/2009 12:00:00 AM	4
		My Organization	Auto	Placed	QIPAB 1.7	9/22/2009 12:00:00 AM	6
		My Organization	Auto	Placed	Recorder 4.1	9/22/2009 12:00:00 AM	8
		My Organization	Auto	Placed	Recorder 4.1	9/22/2009 12:00:00 AM	7
		My Organization	Auto	Placed	Recorder 4.2	9/22/2009 12:00:00 AM	9
		My Organization	Auto	Placed	QIPAB 1.7	9/22/2009 12:00:00 AM	10
		My Organization	Auto	Placed	QIPAB 1.7	9/22/2009 12:00:00 AM	11

Secure Playback Features

WebRAP puts today's most powerful playback features at your fingertips.

- Reliable security protection, including standard HTTPS, encryption, password controls, and optional client-side certificates
- Provides seamless, click-and-play access to recordings from Recorder and Qfiniti infrastructures and from multiple databases across an entire enterprise domain
- Streaming media provides optimum security, network efficiency and playing convenience
- Optimized IP-based connectivity, including customer-set utilization parameters, maximizes LAN/WAN efficiency
- Multi-tenant capabilities such as internal database partitioning, client-specific permissions, and variable branding
- Management reports on a variety of playback settings and activities

