

Conference Record and Replay Product Summary

What is Conference Record and Replay?

Conference Record and Replay is a robust Recording and Replay solution, which enables conference hosts to easily access and manage their audio conference recordings online. Using a simple web interface, hosts can set replay options, send invitations, view reports, order CDs and more. In addition, not only can callers listen to a replay of your conference via telephone, they can now listen via streaming audio on the web too.

The Conference Record and Replay solution is the world's most advanced full-featured and easy-to-use conference call replay system.

You as the customer are empowered to manage your replays on demand, from any location, using only a web browser. When you record a conference call, it automatically appears in your recording list within minutes after your call ends. Once it's in your list, you can set replay options that far exceed the capabilities of other systems. For example, you can specify that you'd like to collect participant data such as First Name, Last Name, Company, and Postal Code from every participant that listens to your conference, and then you can enable the recording for replay via telephone, web stream, or both. Every participant that listens to your recording will be asked for the information you request, and additional information will also be automatically captured (such as their caller ID or computer IP address, the date/time they heard the replay, and the duration they spent listening to it.) Best of all, these Call Detail Record (CDR) reports, which also include the participant data you specify for each replay, are instantly available to you through the online conferencing site web interface. You can view the reports online or download the data as an Excel CSV file. The reports are automatically generated when you log in, so they're always up-to-the-minute.

In addition to the advanced replay and reporting features, the Conference Record and Replay web interface gives you additional features as well. If you must keep an audio file of your recordings on your computer or in your company's network for legal or compliance reasons, you can instantly download your recordings from Conference Record and Replay. Or, if you'd like to order a CD or a Transcription of a recording, the "Order Now" button is only a click away.

Most people conducting conference calls today are able to request a recording, but without Conference Record and Replay, the value of that recording – the ability to easily replay it and track replay usage – is lost. You'll find that using Conference Record and Replay gives you more control over your replays, more data about who has listened to your replays, and 24/7 fully-automated access to the entire system from any web browser. After trying Conference Record and Replay for yourself, the ease of use and access to your information in real time will ensure your message is accessible while it is still relevant.

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Recordings List page

Conference Record and Replay

Your Public Replay Telephone #: 1.866.245.6755 or 416.915.1035
Your Public Replay Website URL: <http://38.112.94.240/replayservice>
New Recording Default Status: Active [Change This](#)

| A/V | Recording Time | Len. (m) | Replay Code | Note | Actions |
|-----|-----------------------|----------|---------------|--------------|---|
| | 5/24/2006 10:30:00 AM | 2 | 123456 | Test Note | Listen Deactivate More... |
| | 5/24/2006 10:24:59 AM | 1 | Not Activated | Click to Add | Listen Activate More... |

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[Logout](#) (c) 2006

Preview Recording window (Host only)

http://38.112.94.240 - Preview a Repla...

Playing 00:03 / 01:44

[Click here to listen with a Java player instead.](#)

Internet

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Replay Details page (Host)

Conference Record and Replay

General Replay Information

| | | |
|----------------------|-----------------------|-----------------------|
| Recording Date/Time: | 5/24/2006 10:24:59 AM | |
| Recording Duration: | 1 min. | (Click to Listen) |
| Recording ID: | 2 | |
| Note/Title: | None | (Click to Add/Change) |
| Number of Listeners: | 0 phone, 0 web | (View Report) |
| Status: | Active | (Click to Deactivate) |
| Recording Type | Audio Only | |

Replay Access Details

| | | |
|--------------------------|---|-------------------------------|
| Phone Replay: | 1.866.245.6755 or 416.915.1035, Replay Code 123456 | |
| Web Replay: | http://38.112.94.240/replayservice?replaycode=123456 | (go there) |
| Embedded Replay HTML: | Ready | (Click to Generate HTML code) |
| Participant List Fields: | | (Click to Update Fields) |
| Email these Details: | Ready | (Click to Send) |

Premium Services

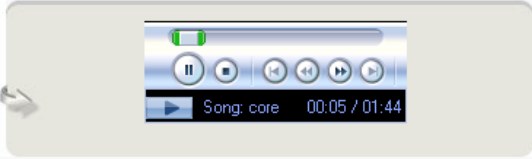
| | | |
|----------------------------------|-----------------------|---|
| Scheduled Archive End Date: | 8/18/2006 10:49:39 AM | \$ - Click to order extended archive time |
| Transcription of Replay Content: | Not Yet Ordered | \$ - Click to Order |
| Download Recording: | Not Yet Ordered | \$ - Click to Order |
| CD of Recording: | Not Yet Ordered | \$ - Click to Order |

[Back](#) (c) 2006

Replay page (Participant)

Conference Record and Replay

Thank you.



Want to learn more about Conference Record and Replay?

Conference Record and Replay offers many solutions for Hosts by transforming a traditional recording into a premium service offering, without sacrificing ease of use.

Here are just a few of our features:

- > [Replay via phone AND web](#)
- > [Fast Forward/Rewind/Pause and More!](#)
- > [Online reporting](#)
- > [Complete control over managing a recording](#)

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Touch-Tone Replay Commands

- 1 – Rewind 10 sec
- 2 – Pause
- 3 – Fast forward 10 sec
- 4 – Reduce playback speed
- 5 – Start Over (Return to Beginning)
- 6 – Increase playback speed
- 7 – Rewind 60 sec
- 8 – Resume
- 9 – Fast forward 60 sec

What's changed?

| | BEFORE | NOW |
|--|--|--|
| Online management of recordings | N/A | Free |
| Activate/deactivate recordings online | N/A | Free |
| Preview recordings online (moderator only) | N/A | Free |
| Send replay invitations details | N/A | Free |
| Listen to replay via web | N/A | Yes |
| Order CDs online | N/A | Yes |
| Order Transcriptions online | N/A | Yes |
| Participant List (telephone and web) | Only for Event calls | Available for all audio conferences |
| Participant Details Report | N/A | Instant online access |
| Event Recording Archive | Duration as requested by client - per day charge | Duration as requested by client - per day charge |
| | 2 day grace period | No grace period |
| Audio Recording Archive | 2 weeks @ no charge | 1 week @ no charge |
| | | Minimal charge/day afterwards, if requested |
| Telephone Replay Bridge Rate | Audio per minute rate | Audio per minute rate |
| Download Recordings | No charge | Minimal one-time charge |

Conference Record and Replay Product Summary

Key Features

- Set Replay Options
- Activate/De-activate Recordings
- Send E-mail Invitations
- Order CDs Online
- Customize Collected Participant Data
- Detailed Usage Reports
- Order Transcriptions Online
- Full-suite of Replay Commands

Benefits



- No manual intervention required
- Immediate access to your recordings
- Easily manage recordings online
- Track usage data effortlessly
- View or download CDRs and Participant Details online
- Know who accessed your recordings
- Listen to recordings by phone or web

For more information on how to use Conference Record and Replay, please refer to the Conference Record and Replay Web Interface User Guide.

Conference Record and Replay Product Summary

Glossary of Terms

A/V Recording Time

This indicates the Date and Time of the recording. An icon indicates whether the session was recorded by telephone  or web .

CD of Recording

Click the link to order a CD of the recording.

Deactivate/Activate

Click the link to allow or disallow the public from listening to a specific recording.

Download Recording

Click the link to purchase a download of the recording. The charge will be applied to your account once the purchase has been approved. You will then be instructed on how to save the recording.

Email these Details

Click the link to send the details about a specific recording to another person.

Embedded Replay HTML

Click the link to generate the HTML code for the recording so that it can be posted on a website of your choosing.

Listen

Click the link to launch a web playback of the recording.

More...

Click the link to view the Recording Details.

Note

You can add a descriptive note to your recording.

Participant List Fields

You can prompt callers to record up to eight unique pieces of information whether they will be listening to the recording via the telephone or the web. The information captured is available in the Report. The recorded prompt left by the caller can also be transcribed. This is very useful for tracking and registration. See View Report.

Public Replay Telephone Number

You provide this telephone number and the Replay Code so that callers can listen to the replay over the telephone.

Public Replay Website URL

You can provide this website address so that callers can listen to the replay over the Internet. A Replay Code is not required.

Conference Record and Replay Product Summary

Glossary of Terms *cont'd*

Recording Default Status

You can choose to give all new recordings a default status of Active or Inactive.

Schedule Archive End Date

The default archive period for a recording is seven days. Click the link to order extended archive time.

Transcription of Replay Content

Click the link to order a transcription.

View Report

Click the link to view a detailed usage report for a specific recording. You can see when the recording was listened to, how it was access, by whom and for how long. See Participant List Fields.