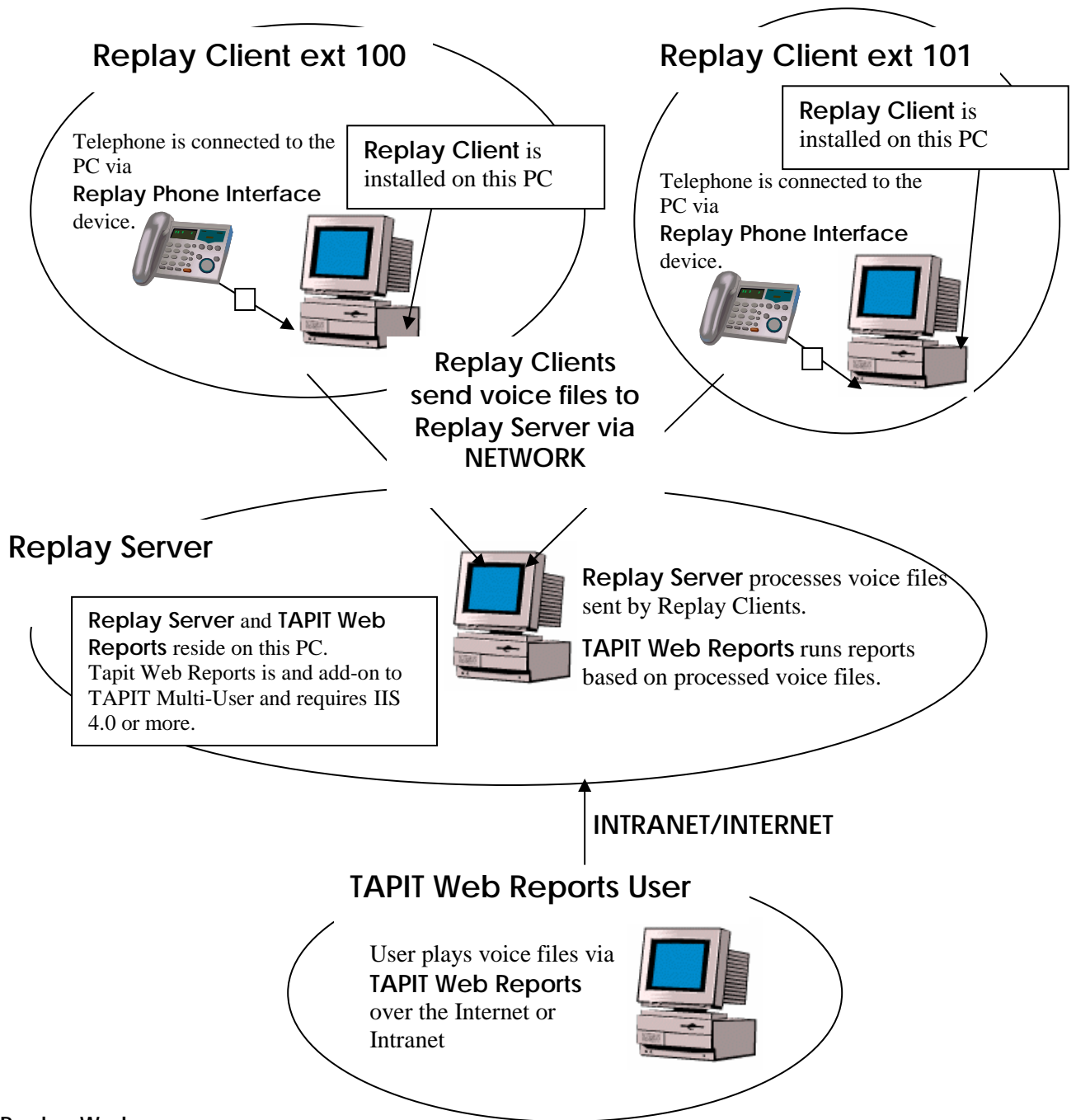


How Replay Works (default setup)



How Replay Works:

Replay Client ext 100 and **Replay Client ext 101** generate voice files and make them available to **Replay Server**. **Replay Server** processes files to make them available to **TAPIT Web Reports**. The **TAPIT Web Reports** application generates reports based on the processed voice files.

TAPIT Web Reports User accesses Web Reports via Intranet or Internet connection. **User** runs a detail report and clicks on a required phone record to bring up the list of matching voice files. **User** can listen to a phone call by clicking on one of the voice files.