

# Call Replay

## Call Recording Solution

### OVERVIEW

CallReplay is an easy to use call recording solution that implements corporate call record keeping policies and provides secure, easy access to call records. Users are empowered with the ability to keep accurate records of calls, while managers are able to review calls according to specific workgroups. Access to recordings is logged and can be audited by authorized users only.

### FEATURES & BENEFITS

Due to growing public concern surrounding security issues, Syn-Apps continues to enhance the features and functionality of Call Alert to increase security, usability, and responsiveness during emergency situations. Call Alert provides the following functionalities to fulfill any call notification requirement.

- » **Recording Capabilities:** Every call can be recorded. Recordings can be used for training, monitoring quality control, and security purposes
- » **Monitor Live Calls:** Listen to a call as it happens, without any conferencing. Whisper to the agent without being heard by the external party
- » **Review, Annotate, Email:** Upon review, phone recordings can be given annotations and E-Mailed to appropriate personnel.
- » **Search Filters:** Recording can be searched by caller ids, phone numbers, annotations, and time.
- » **Organize:** Calls can be manually or automatically organized using flexible, color coded folders. Rules and filters can be defined to organize calls by phone number or user name patterns
- » **Call Retention Policies:** Recordings can be kept for a period of time or until the hard-drive is full
- » **On Demand Recording:** Allows users to keep important calls by utilizing a phone service
- » **Multi Site:** Record and administer many network partitions as if they were one
- » **Call History:** Follow a call as it is transferred, put on hold, or parked

### Application Server Requirements:

- » Microsoft.NET 1.1
- » Windows 2000 or 2003 Server, XP SP2
- » Syn-Apps Core Components
- » Microsoft IIS
- » 1GB of system memory (min.)
- » 2.0 ghz or greater Pentium 4 class Processor
- » 2 10/100/1000 Network Interface Cards

### CUCM Support:

- » Express
- » 3.x
- » 4.X
- » 5.X
- » 6.X

### Cisco Phone Compatibility:

- » 7905/06
- » 7911/12
- » 7920/21
- » 7930/31/35
- » 7940/41/42/45
- » 7960/61/62/65
- » 7970/71/75
- » IP Communicator

### Supported Codec:

- » G 711
- » G 722
- » G 729
- » SIP
- » SCCP/Skinny

## CALLREPLAY REDUNDANCY & RELIABILITY

- » CallReplay can be used in mission critical implementations because it has a clustering system with an advanced fail-over system, with no single point of failure. Should a server in a cluster become unavailable, its workload is divided between its peers without operator intervention. Such a clustering system is much superior to a simple hot-swap standby system because all servers are working, providing scalability and redundancy at the same time.
- » Calls can be archived on DVDs, HD-DVDs, BluRays or SANs; a single DVD can store up to 15,000 calls of 5 minutes each.
- » Passive network sniffing assures zero impact of recording on PBX performance and improves system reliability.

## TYPICAL USES

CallReplay is suitable for many environments; from the corporate world to call centers, CallReplay will facilitate all call recording needs. CallReplay has proven most effective in the following verticals:

- » Education K-12
- » Higher Education
- » Retail
- » Manufacturing
- » Legal
- » Hospitality
- » Healthcare
- » Financial
- » Government
- » Other

## About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

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