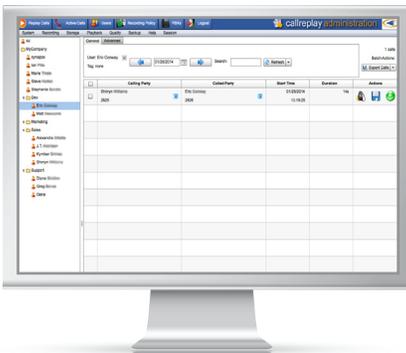


# CallReplay

Call Recording Solution

CallReplay is an easy-to-use VoIP and mobile call recording solution that implements corporate call recording policies and provides secure call records. Users are empowered with the ability to keep accurate records of calls, while managers are able to review calls according to specific department filters.



## REQUEST A FREE TRIAL

To learn more about any of Syn-Apps' award-winning software or hardware solutions for enterprise notification and paging, please contact us at:

**Phone:** 480-664-6071  
**Email:** sales@syn-apps.com  
**Web:** www.syn-apps.com

## CallReplay - Key Features & Benefits

**VoIP and Mobile Recording:** All VoIP and Android mobile phone calls can be recorded. Recordings can be used for training, monitoring quality control, and security purposes

**Monitor Live Calls:** Listen to any active calls, without the need to conference. Whisper to the agent without being heard by the external party

**Replay Calls:** Replay calls using the web audio player, desktop audio player, or IP phone service

**Call History and Reports:** Follow a call as it is transferred, put on hold, or parked. Run call reports to see the number of calls made and received by each agent

**Custom Organization:** Calls can be organized manually or automatically using flexible, color coded folders. Rules and filters are used to organize calls by phone number(s) or user patterns

**Call Retention Policies:** Recordings can be kept for a period of time or until the hard-drive is full

**Review, Annotate, and Email:** Upon review, phone recordings can be given annotations and e-mailed to appropriate personnel

**Multi-Site:** Record and administer multiple network partitions as if they were one

### Search Filters:

- Caller IDs
- Phone Numbers
- Annotations, Description, Tags
- Date or Date Range

**Secure Access:** Access to recordings is logged using ACLs and can be audited by authorized personnel only. Managers have access to calls based on logical department filters

**Encryption:** Calls can be encrypted using public key cryptography for enhanced security. Website access is protected by TLS/SSL

**On-Demand Recording:** Initiate call recordings using the browser or IP phone service. Full and partial call recording modes are supported

## Providing Redundancy and Scalability

CallReplay is used in mission critical implementations because it does not require PC installations. The administration and user tools run on any web browser supporting Flash. In addition, CallReplay has a clustering system with an advanced fail-over system, providing 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 more superior to a simple hot-swap standby system because all servers are running, providing scalability and redundancy simultaneously. The server architecture permits servers to be upgraded independently.

CallReplay's recording capacity allows up to 1,000 simultaneous calls on a single system. Its retention capacity supports 170 hours per GB, or about 18,000 compressed talk hours on one 120 GB HDD.

Calls can be archived to DVDs, HD-DVDs, BluRays, or SANs. A single DVD can store up to 15,000 calls of 5 minutes each. Administrators can export selected calls to a ZIP archive or Excel file.

CallReplay supports both SPAN and Forked recording. SPAN recording assures zero impact of recordings on PBX performance and improves system reliability. With SPAN recording, any phone models, including analog, can be recorded. Forked recording is used for Cisco environments. A wizard automates Forked recording configuration in CUCM.

## The Perfect Fit for Any Environment

As the most feature-rich, flexible and scalable call recording solution on the market, CallReplay is ideal for the following industries:

- Education K-12 and Higher Education
- Retail
- Manufacturing
- Legal
- Hospitality
- Healthcare
- Financial
- Government
- Construction
- Transportation

CallReplay improves network-wide communication, security, emergency responsiveness, and overall productivity of your environment.

CallReplay combined with Syn-Apps' software and hardware solutions enables enterprise-wide paging and notification delivery for every scenario.

## TECHNICAL SPECS

The following is a list of technical requirements, product support and compatibility specifications:

### Application Server Requirements:

- Windows Server 2003, 2008, or 2012
- 2GB RAM (minimum)
- Dual Core 2.0GHz or greater (Xeon class or above is recommended)
- 2x Network Interface Cards (NIC) for SPAN recording
- 1x NIC for forked recording

### Supported Codec:

- G.711 A + U / G.722 / G.729 A + B

### Cisco Call Manager Compatibility:

- All CUCM versions are supported
- Express

### Cisco Phone Compatibility:

- Supports all Cisco phones

### Recording Architecture:

- SPAN (Passive Network Sniffer) for SCCP and SIP
- Active recording (forked) for SIP trunk recorder for Cisco

## ABOUT SYN-APPS

Syn-Apps brings unified communication based emergency and non-emergency notification solutions to organizations around the globe. Education, Healthcare, Retail and Corporate entities use Syn-Apps solutions for advanced critical communication, paging, marketing and 911 alerting. Syn-Apps also provides call recording and reporting to address compliance requirements.

CallReplay is developed by RAI Software and exclusively re-sold in the U.S. by Syn-Apps.

To learn more about Syn-Apps or any of our paging and mass notification solutions, visit us at [www.syn-apps.com](http://www.syn-apps.com).