



Replay CSO

Call Recording
Software for
Cisco IP Phones
(using skinny protocol)



TRISYS INC.

With **Replay CSO** installed, authorized users can easily access call recordings for quality assurance, regulatory compliance, dispute resolution, and much more.

Replay CSO by Trisys is designed to record phone conversations on Cisco IP phone systems. It runs unobtrusively on your network, monitoring Skinny and RTP (audio) traffic via SPAN port of a network switch for desired calls, and converts them into call recordings.

Replay CSO:

- Supports all Cisco IP telephone systems with Call Manager versions 4.x through 8.x
- Saves recordings as .WAV files
- Recordings can be automatically archived or deleted

Replay CSO is available as 100% software solution (PC is provided by the client) or as a turnkey solution including the hardware. **TapitNOVA ezBox Enhanced** can record up to 100 concurrent calls (use multiple units for larger installations) and stores over 70,000 hours of recordings.

The **Replay CSO** web user interface via **TapitNOVA Call Accounting** software, allows password-protected remote access to calls, and offers over 125 reports.

An authorized **TapitNOVA** user can:

- Easily find recordings by; date/time, Caller ID, dialed number, User, DNIS, call duration, extension, trunk, and more.
- Play recordings Email recordings
- Download recordings



Minimum System Requirements – PC Provided by Client

- Supports all Cisco IP telephone systems with Call manager versions 4.x through 8.x
- Core 2 Duo Processor
- 4 GB RAM for Windows 7/8.1/10 Pro/Windows 2008
- 500 GB of hard drive (approximately 67,000 hours of voice recordings)
- 2 Network Cards
- Windows 2008 R2/2012
- IIS (IIS 7 and high requires IIS 6 compatibility enabled for Windows)
- Windows Media Player to play recordings
- The PC used for listening to voice recordings must have a sound card
- MS Internet Explorer 10 or higher
- Audio (RTP) must be un-encrypted
- A network switch which supports bio-directional “port mirroring” or a plain hub
- MS .NET Framework 4.5 (or 3.5 enabled)

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