



**TapitNOVA**  
Call Accounting  
Software for  
Business



TRISYS INC.

**TapitNOVA Call Accounting** software enables organizations to generate productivity gains, realize telecom savings, increase return on investment, and adhere to industry regulations.

The **TapitNOVA** line of products can manage organizations of any size, single or multiple locations, and with many different telephone systems. **TapitNOVA** is recommended for businesses with a need to store up to 5 million call records while **TapitNOVA Plus** and **TapitNOVA Enterprise** have call records capacities of 15 million and up to 300 million respectively.

With **TapitNOVA Call Accounting** you can:

- Monitor time and effectiveness of staff on the phone by measuring performance metrics
- Monitor the effectiveness of marketing campaigns by measuring the total call activity per campaign and the average cost of advertising per lead
- Get notifications of 911 calls & record threats/harassment
- Optimizing bill-back of communication costs
- Manage and optimize line capacity by monitoring usage

#### **FEATURES:**

- Customizable reports
- Dashboard
- Real-time data collection
- Flexible report scheduling
- ANI / Caller ID deluxe reporting
- Ability to E-mail reports
- Convert reports to Excel, Word, & PDF formats
- 911, SMDR Failure, Fraudulent Calls Alerts
- Unlimited supervisors with restriction-based access
- IP-based call support
- Ability to add searchable text to specific calls
- Auto archive and backup
- Export to time & billing packages, spreadsheet, or text file
- Stores up to 300 million call records
- Supports client account & matter codes
- User authorization codes
- Tracks ring time, on-hold time & abandoned calls
- Multi-user & multi-site support

### **Optional Features to Boost Your System's Capabilities**

#### **Remote Manager**

The **Remote Manager** for **TapitNOVA** is for businesses with two or more physical locations and a need to store and analyze telephone activity. It allows generation of reports per location or a consolidated view per organization. Our remote site polling module allows monitoring of call activity at each location even when those locations use different phone equipment in hosted/cloud, hybrid or CPE environments! With the **Remote Manager** and **TapitNOVA** your host computer automatically collects call data from remote offices thus becoming a call repository for your organization.



## Replay

If you need to listen to the phone calls, **TapitNOVA** is seamlessly integrated with the Replay family of call recording products. **Replay** utilizes **TapitNOVA's** search capabilities and allows the playback of phone calls directly from reports.

### Many Reports to Choose From

**TapitNOVA** lets you choose from a variety of summary and detailed reports to assist you in managing your business more effectively. The customizable Dashboard is an invaluable tool for users who frequently view the same reports. This front page feature can be configured with up to four reports of your choice, each automatically refreshed within a desired interval. **TapitNOVA** has the most comprehensive and flexible search facility in the industry to produce desired reports. Frequently requested reports include:

- Longest calls by extension
- Most expensive calls by extension
- Most frequently dialed numbers to track problem accounts or abuse
- DNIS Campaign Reporting for tracking advertising
- Account Code reports for project billing
- User Summary Calls for side by side comparison
- And Many More!

With **TapitNOVA** you can produce reports on demand or use the automated Report Scheduler. Reports are created in PDF, Excel or Word formats and can be:

- Printed
- E-mailed
- Saved to your hard drive
- Viewed on the Web

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## Minimum Recommended Hardware & Software Requirements

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### Standard

- Windows 7/8.1/10 Pro (Windows Server 20xx is required for 10+ concurrent users)
- IIS ( IIS 7 and high requires IIS 6 compatibility enabled for Windows)
- MS Internet Explorer 10 or higher
- RS-232 port for SMDR collection (if required for PBX interface)
- Intel Core 2 DUO processor or AMD equivalent
- 4GB of RAM
- 250 GB Hard Drive

### Enhanced

- Windows 7/8.1/10 Pro (Windows Server 20xx is required for 10+ concurrent users)
- IIS ( IIS 7 and high requires IIS 6 compatibility enabled for Windows)
- MS Internet Explorer 10 or higher
- RS-232 port for SMDR collection (if required for PBX interface)
- Intel Core 2 DUO processor or AMD equivalent
- 8 GB of RAM
- 250 GB Hard Drive

### Enterprise

- Windows Server 2008 R2/2012 R2/2016
- IIS ( IIS 7 and high requires IIS 6 compatibility enabled for Windows)
- MS Internet Explorer 10 or higher
- RS-232 port for SMDR collection (if required for PBX interface)
- Intel XEON Quad processor or AMD equivalent
- 16GB of RAM
- 500 GB Hard Drive
- Requires fully licensed version of SQL server Standard/Enterprise

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