TRISYS Tapit Nova™ Call Accounting and Replay Call Recording Solutions Compatible with Samsung OfficeServ™ 7000 Series

Samsung Telecommunication America is pleased to announce to our dealers and distributors that TRISYS has completed interoperability testing of their REPLAY™ Call Recording Solutions with our OfficeServ 7000 system platforms.

OVERVIEW

Trisys, Inc. is a manufacturer of Tapit™ and Replay – the ultimate low cost call accounting and recording solutions. Trisys delivers high quality digital call recording at a price affordable to any business and enables clients to derive business intelligence from call activity using Tapit-Nova.

Some of the reasons to record telephone conversations:

- Quality Assurance
- Regulatory Compliance
- Dispute Resolution
- Sales Verification
- Staff Training and Development
- Safety and Security

TAPIT-NOVA

Tapit-Nova collects CDRs from PBXs over IP and allows users to analyze call activity to derive business intelligence that is crucial for running efficient business today. Tapit is built around SQL Server 2008 EE and Web technologies, handles up to 10,000 extensions and stores up to 5.5 million call records.

NOTE: Assigning the OfficeServ system SMDR output (Port 5100) to the TAPIT-NOVA makes SMDR data unavailable to any other device.

TRISYS Tapit-Nova REPLAY™ Call Accounting and Replay Call Recording Solutions Compatible with Samsung OS 7000 Series

REPLAY T1/ATS

For connecting to T1 trunks: PRI (ISDN) or RBS, or analog trunks: ATS

Replay T1 records voice activity over T1 or PRI trunks while Replay ATS records voice activity over analog trunks or analog telephones. The turn-key systems are installed in front of the PBX or attached to a channel bank. Trisys provides hardware, software and cables. Standard Replay units have enough storage for up to 72,000 hours of voice logging. These voice files are accessed via TAPIT-Nova Call Accounting system that is tightly integrated with Replay.

- Turn-key solution includes hardware, software and cables
- Recorded files may be stored on local or network drive
- Saved files can be e-mailed as attachments and archived for future reference
- Auto Archive facility: recorded information can be archived for permanent data storage
- Automated scheduling of variety of reports and maintenance tasks; their unattended execution and delivery
- Records incoming and outgoing calls
- Each Replay T1 "box" supports up to two T1s (PRI); multiple "boxes" are linked together for larger applications
- Each Replay ATS "box" supports up to 48 analog trunks; multiple "boxes" are linked together for larger applications
- Safety and strong multi-layer security
- Voice conversation encryption
- Multiple remote sites (up to 100) CDR collection from heterogeneous environments via Remote Manager
- 1-8 compression of .wav files stored in voice repository

REPLAY SIP/RTP

Record voice activity in a SIP-based IP PBX environment

Replay SIP and Replay RTP are designed to record phone conversations over VoIP phone systems that use the Session Initiation Protocol (SIP). This is a "software only" solution: cost effective, powerful, easy to implement and simple to use. Tapit-Nova web-based interface allows authorized personnel to search and retrieve call recordings based on a variety of search criteria.

For large installations, multiple PCs with Replay SIP/RTP can run on the same (or distributed) network – supporting anywhere from 10 to thousands of VoIP phones.

While Replay SIP creates Call Detail records from SIP headers, Replay RTP relies on CDR data generated by a PBX. The SIP call control information is recorded for all calls accessible to the recording PC. The voice recordings are constructed from RTP packets, and are recorded for designated extensions.

- 100% software solution. No hardware to install or configure
- Supports all SIP-based VoIP telephone systems and any VoIP phones
- Works on switched or hub-based Ehernet networks
- Call recordings are saved as .WAV files

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- Ability to e-mail call recordings
- Web interface allows password-protected remote access to calls
- Search for calls by date/time, caller ID, dialled number, call duration
- Play recordings
- Download recordings
- Supported CODECs: G.711, G.729
- Automatic record Archiving / Deleting
- Very flexible "recording" filter (what to/not record)

TRISYS DEALER PROGRAM

When you become a Dealer, Trisys requires you to be Samsung OfficeServ 7000 Series certified to qualify for this Dealer Program.

CONTACTS AND WEBINAR

Trisys hosts product webinars on Tapit/Replay product lines once a month for authorized dealers. The installation and end-user training videos are available on the Trisys's website.

For more information on Trisys's Dealer Program, additional product information or to schedule a Webinar please contact Mark Karpilovsky, Business Development Manager via e-mail at mark@trisys.com or +1-973-210-0020.

For additional product information, please visit Trisys's website at www.trisys.com

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SAMSUNG TECHNICAL SUPPORT

Trisys will be providing 1st Tier support on Tapit/Replay line of products for Samsung Dealers. Remote installs and configuration are also available. **Please contact Trisys first at 973-360-2300 option 1.**