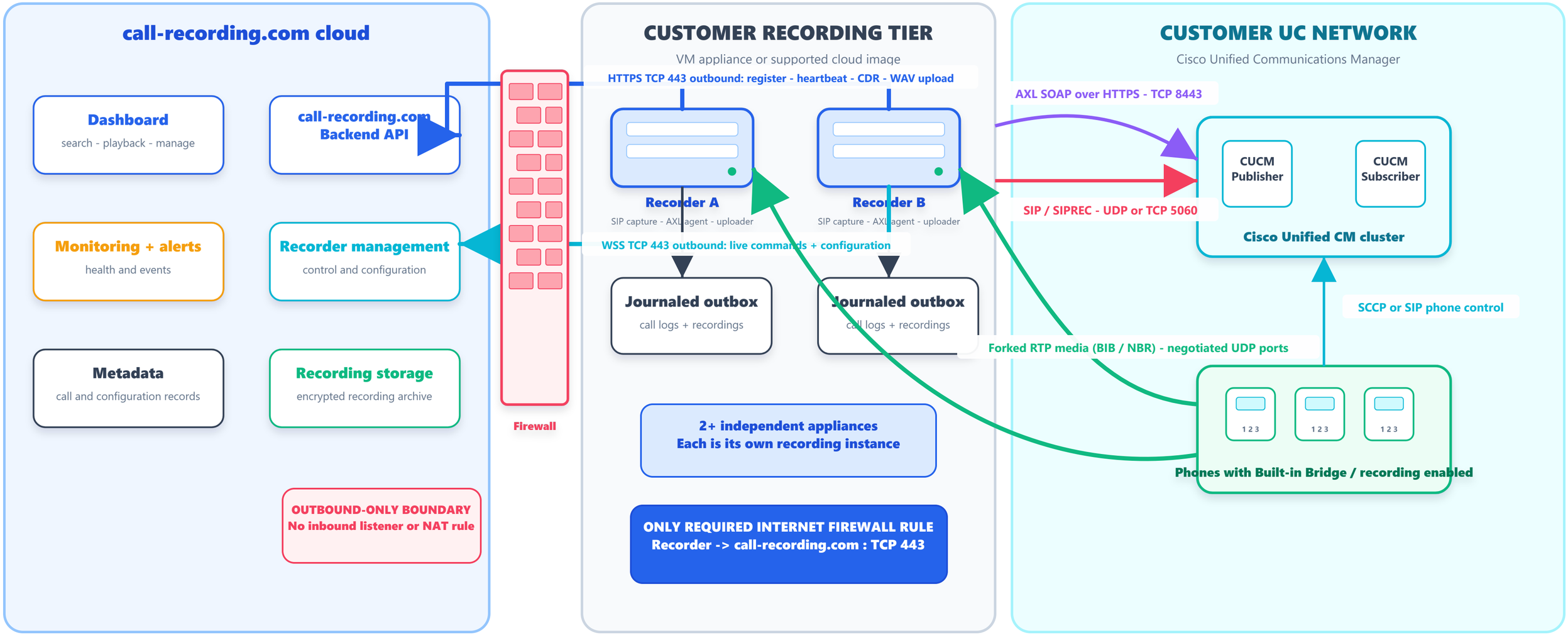
call-recording.com technical topology and protocol flows

Cisco CUCM on-premises recording with 2+ independent recorder appliances and outbound-only cloud connectivity



PROTOCOL KEY

- **HTTPS** — TCP 443 outbound
- **Secure WebSocket** — WSS TCP 443 outbound
- **AXL SOAP** — HTTPS TCP 8443 internal
- **SIP / SIPREC** — UDP or TCP 5060 internal
- **RTP media** — G.711, G.722 and more

Journaled call logs and recordings queue locally for reliable delivery during network outages.