



OAISYS to Exhibit at 77th Annual APCO Conference & Expo

Will Showcase Advances in Call Recording for Public Safety/State/Local Government Sector

TEMPE, Ariz., Aug. 3, 2011 — [OAISYS](#)[®], a leader in business call recording and contact center management solutions, today announced it will showcase its industry leading [Talkument](#)[®] and [Tracer](#) software solutions at the upcoming Association of Public-Safety Communications Officials ([APCO](#)) International's 77th Annual [Conference & Expo](#), which will be held August 7–10, 2011, in Philadelphia.

APCO is the world's largest public safety communications organization, with more than 15,000 members worldwide. OAISYS will be presenting in booth Number 503.

Compatible with leading business communications systems, including those from Avaya, Mitel, ShoreTel, Toshiba and others, Talkument and Tracer solutions help companies improve customer service, reduce costs, increase revenue and drive overall profitability.

Tracer functionality is built on a foundation of OAISYS' Talkument voice documentation solution. Talkument captures digital recordings, or voice documents, of authorized users' phone-based conversations using patent-pending OAISYS Portable Voice Document (PVD[™]) technology. Conversations are captured in their entirety and can be easily and securely shared with other authorized users and oversight personnel for improved collaboration and accuracy. Tracer adds advanced interaction management functionality, including customizable performance evaluations, live and automatic call monitoring, quality and resource utilization reporting and synchronized desktop screen recording.

"We've released multiple updates to our solutions over the past 12 months in order to maintain our position on the leading edge of call recording and contact center management technology," said Brian Spencer, president of OAISYS. "Many of these, including features in our upcoming release of version 7.1, have been of particular value to the public safety and state and local government markets."

New features, functionality and options delivered for this market in the OAISYS Talkument and Tracer software solutions over the past 12 months include:

- **Incident Reconstruction:** Multi-channel playback enables the user to play up to eight recordings simultaneously. This feature is useful for public safety and call center customers, which routinely receive multiple calls about the same event. Communications and dispatch centers can replay these related calls from within a single user interface as they occurred in real time. Each recording has variable speed control, allowing the audio to be played back more slowly than normal, in addition to volume and balance controls, to help facilitate capture of key information.
- **Portable Incident Replay:** The Stand-Alone PVD Player, which enables convenient replay of recordings in the field or in a courtroom, has been enhanced with incident reconstruction. The player provides a graphical timeline and a full set of playback controls, including variable speed.
- **Automatic Location Identification (ALI):** ALI is a physical address service that corresponds with a phone number. It is commonly used in public safety contact centers to identify the location from which a call originates. ALI information received from the Public Safety Answering Point (PSAP) can now be integrated into the OAISYS Management Studio. ALI integration is customizable and searchable.
- **Spoken-Time Overlay:** This feature reflects the real time in which a call took place and can be heard during playback of the recording. The functionality is used to synchronize other data

review and for verisimilitude when calls are played back for juries and other third parties. The feature may be enabled or disabled during playback and is supported in both the standard OAISYS network player and Stand-Alone PVD Player.

Version 7.1 of the OAISYS solutions, currently in early-adopter field trials, adds other features of interest to this market, including:

- **Caller Location-Driven Mapping:** This feature enables the display of a map showing a caller's location based on physical address or longitude/latitude coordinate information. This information can be entered in the OAISYS system through ALI integration with a 9-1-1 system, the OAISYS Application Programming Interface (API), user entry via the OAISYS Desktop Client application, and call columns in the OAISYS Management Studio.
- **Live Screen Monitoring:** This enhancement to the Live Calls application of the Tracer solution allows an appropriately permissioned user to view the live desktop activity of an agent. Synchronized with live voice monitoring, the feature enables supervisors and managers to obtain a complete view of an interaction.

Also introduced in version 7.1 is **Keyless Licensing**, which enables automatic registration of an OAISYS recording system and the ability to apply additional licenses directly through the software. This feature streamlines system administration and improves the customer experience, making it even easier to deploy, manage and use OAISYS solutions.

OAISYS is currently accepting a limited number of customers interested in participating in early-adopter field trials of the 7.1 release.

About Talkument:

Talkument personal voice documentation and collaboration software utilizes patent-pending OAISYS PVD technology to create digital media documents from business telephone calls, making them available to organize, retrieve, play back, annotate and share as needed. It provides company-wide control over risk management, quality assurance, customer retention, dispute resolution and other critical business concerns.

About Tracer:

Tracer is the industry's leading call recording solution for contact centers. Tracer also leverages OAISYS PVD technology paired with advanced contact center management features, including customizable employee performance evaluations, live and auto call monitoring, quality and resource utilization reporting and synchronized desktop screen recording capabilities.

About OAISYS:

OAISYS® (www.oaisys.com) is a leading developer of call recording and contact center management solutions for a wide range of organizations, from small- to medium-sized businesses to multi-site large enterprises. The OAISYS voice documentation and interaction management solutions help companies within a variety of industries—including healthcare, automotive dealerships, financial services, and the public sector—attract and retain customers by digitally capturing phone-based interactions for simple retrieval, playback and management. Compatible with leading business communications system providers, including Avaya, Mitel, ShoreTel and Toshiba, OAISYS [Tracer](#) and [Talkument](#) applications help companies improve risk management, quality assurance, customer retention, dispute resolution, regulatory compliance requirements and other critical business concerns. OAISYS is headquartered in Tempe, Ariz. OAISYS Limited is located in Cambridge, England.

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