

OAISYS

OAISYS is a leading developer of call recording and contact center management solutions designed for a wide range of organizations, from small to medium-sized businesses to multi-site large enterprises. 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 systems, the OAISYS Tracer and Talkument applications empower companies to improve risk management, quality assurance, customer retention, dispute resolution, regulatory compliance and other critical business concerns.

Member presence in North America, EMEA, APAC and CALA.

For more information, visit www.oaisys.com or contact:
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Offers

Tracer (trunk-side) and Tracer (station-side)

Compliant with: Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager

Offer Solution Category: Call Recording, Call/Contact Center, Quality Monitoring/Management

Primary Industries Served: Banking, Government – State & Local, Utilities



Tracer is the industry's leading call recording and interaction management solution for contact centers. Tracer utilizes patent-pending OAISYS Portable Voice Document (PVD) technology to capture telephone-based interactions as digital call recordings, or voice documents, that are available to store, organize, playback, annotate and share with others as needed. OAISYS PVD technology allows access to recordings via encrypted media file streaming, meaning recordings never leave the server, helping maintain full control over important call data.

Tracer's administrative application allows for easy assignment of individual and group permissions, making certain recordings accessible only by those with proper authority and in accordance with established company policies. Tracer's administrative interface provides visibility to log files showing the date, time and user name associated with the playback of all recordings, creating an audit trail to support legal and regulatory compliance requirements.

Tracer's advanced contact center management features include employee performance evaluations, the ability to live and auto monitor calls, IM coaching, quality and resource utilization reporting and synchronized desktop video recording.

The Tracer Agent Desktop Client, provided free of charge and with unlimited user access, enables agents to view relevant information about a call in progress, start and stop call recording (with appropriately assigned permissions) and request coaching assistance if needed.

The Tracer Owner's Report feature helps hold management accountable to their oversight and QA responsibilities by detailing all user activity for a specified time period (daily, weekly, monthly) for functions such as live calls monitored; calls reviewed, evaluated and coached; and reports run.

Tracer delivers certified integrations with leading business communications platforms and includes a free, system-level and Web Services API, enabling integrations with various predictive dialers, ACD and other contact center applications as well as commonly used business applications such as Microsoft Outlook, Salesforce.com, Microsoft Dynamics CRM and Microsoft SharePoint.

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