

Leading with OAISYS® Solutions

The Right Choice for Driving Sales Revenue

OAISYS is an industry-leading developer of call recording solutions, offering powerful voice documentation and interaction management technologies for the SMB and enterprise markets. OAISYS solutions enable telephone calls to be digitally captured for simple retrieval, playback and management, all through intuitive interfaces designed to meet individual user needs. Our products integrate seamlessly with leading communications systems to create solutions that improve business performance and address critical organizational concerns.



During an economic crisis, the rules of the game change for many businesses. Sales may be falling short of projected goals, budgets are being cut and staff is being downsized. Even for those companies that have avoided such occurrences to date, they are likely being much more cautious given the economy and a customer base that is less willing to consume.

As a value added reseller of telecommunications solutions, how do current economic conditions affect the way you conduct business? Most organizations already have a business communications system in place, and while there can be many benefits realized from replacing or upgrading that system, the associated costs can seem daunting, especially now. How, then, do you get your foot in the door with these customers? OAISYS provides the answer—by offering solutions that optimize their communications infrastructure, whether new or existing, and almost immediately impact customer retention, revenue protection and overall operational efficiency.

At the most basic level, your business offers communications system hardware—servers, phones, etc. Those items can address the fundamental communications needs of a business, but what about the advanced applications, such as call recording, that truly alleviate an organization's everyday pain points? Customers don't want to be simply told what they need; they want you to show them how your solution will fulfill their needs. By engaging customers in this needs-based fashion, you'll ultimately sell them on a solution they can't be without, one that delivers true business performance and return on investment. Whether you're dealing with a new prospect or a member of your existing customer base, OAISYS solutions demonstrate value that will get you noticed and open the door to sales success.

Call Recording Maximizes Your Profit Potential

Virtually every business today performs some measure of its daily interactions with customers over the phone. Whether those calls occur in a formal or informal call center environment, or in a small business setting, call recording solutions present the ability to improve organizational performance across a wide range of areas.

If call recording isn't factoring into your proposal process, you're missing a vital opportunity to increase total sales and boost your commissions.



DMG Consulting LLC, a leading telecommunications industry analyst and consulting firm, reported in their 2010 Quality Management/Liability Recording (Workforce Optimization) Mid-Year Market Share Report that the first half of 2010 was very strong for the WFO market, with revenue increasing for every segment. Contact center WFO revenue increased by 10.5%, growing from \$472.7 million in the first half of 2009 to \$522.1 million in the same period in 2010. The contact center segment of the WFO market is now larger than it was during the first six months of 2008 (\$507.7 million), its previous first-half peak.

Shouldn't you be capitalizing on this trend?

When you can demonstrate to customers that you have the expertise to effectively identify and resolve the obstacles they are commonly encountering, especially during a challenging economy, you'll become more than just a communications system provider, you'll become a valued business consultant. OAISYS supports you in this endeavor; these are just some of the resources we provide throughout the sales process:

- Regional Sales Managers who work directly with you to provide training, engage in joint selling opportunities and promote the business relationship
- Sales Engineers who collaborate with you to discuss customer requirements, demonstrate products via web meeting, answer product questions and develop solution configurations
- Marketing support designed to help you sell, including collateral development, presentation materials, event assistance and much more

Now you have a better understanding of the overwhelming demand for call recording solutions, especially during a difficult economy, and how you can lead with OAISYS. The opportunities are there, and OAISYS can help you to take advantage of them. Contact your OAISYS Regional Sales Manager today for additional information or assistance.



To learn more about OAISYS, Tracer and Talkument, please visit our website at www.oaisys.com or call 888.496.9040 today.

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OAISYS: Your Partner for Success

OAISYS has positioned itself to be a leader in call recording and contact center management solutions for the SMB and enterprise markets. We have done so by committing to the highest standards of service, support and product quality. Our product vision addresses the two most common needs for call recording—voice documentation and contact center management.



T R A C E R

Professional Interaction Management

Tracer: Contact Center Management

Tracer, our contact center management solution, is engineered to selectively record any or all calls for the contact center into a central repository. It delivers advanced interaction management features, including customizable employee performance evaluations, live and automatic call monitoring, integrated instant messaging for agent coaching, quality and resource utilization reporting and synchronized desktop video recording.



Talkument

The Leader in Voice Documentation

Talkument: Voice Documentation

Talkument is the voice documentation and collaboration software from OAISYS. Talkument enables individual business users to document all voice interactions for quick and easy use when needed. Users can search, organize, replay, annotate and share their voice documents to facilitate accurate and efficient information transfer. While Talkument is beneficial across a broad range of business types, medical offices, legal services firms and insurance providers are particularly good sales prospects for this technology.