

MITEL

# OAISYS® Call Recording Solutions



# Unlock the Full Potential of Business Communications



## The Right Choice for Call Recording.

OAISYS® is an industry-leading developer of call recording solutions for small- to medium-sized businesses (SMB) and call centers. 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 technology brings multiple benefits to businesses, allowing the efficient archival of phone-based communications for compliance, training, dispute resolution purposes and liability protection.

OAISYS is a Gold Preferred Member of the Mitel Solutions Alliance (MSA), a comprehensive program enabling third-party partners to successfully create products and services that tightly integrate and/or interoperate with Mitel's core business communications portfolio. OAISYS solutions integrate with Mitel MiTAI and OAI CTI for call control and provide audio connectivity via the Mitel Secure Recording Connector (SRC) as well as trunk taps, digital station taps and IP monitoring.



**T R A C E R**  
Professional Interaction Management



Tracer provides businesses with powerful real-time and historical perspective on the interactions occurring within the organization.

## OAISYS Tracer

Imagine knowing all the facts before attempting to resolve a dispute between a dissatisfied customer and an employee with a conflicting account of events. With Tracer, the professional interaction management solution from OAISYS, you can hear exactly what a customer requested, work with staff to improve service skills and customer satisfaction, or prove definitively that your business operated ethically and legally if challenged.

Tracer provides multiple benefits for a variety of common business call center concerns, including liability protection, personnel development and business intelligence. Tracer automatically records, stores and organizes telephone conversations and, optionally, associated screen activity, on a central, secure server. Our patent-pending OAISYS Portable Voice Document (PVD) technology enables secure access to recordings via encrypted file streaming. Using a variety of audio connections, communications system integrations and recording triggers, Tracer can target those conversations that have lasting impact on your organization, resulting in enhanced employee performance, a better understanding of customer service issues and improved business processes.

Tracer empowers managers, supervisors and agents with a variety of workforce performance management tools to help monitor, analyze and improve individual and group activities. Utilizing Tracer Live Call Monitor, calls can be monitored while in progress, enabling supervisors to assess agent interactions as they occur. The Chat function allows supervisors to silently coach employees while calls are taking place, making it possible to immediately and positively affect customer service delivery. Tracer Reporter generates comprehensive reports, including graphs, based on the telephone call information stored in the Call History database. The Quality Control Module, integrated with Tracer Reporter, allows an evaluator to review a recording and rate the call based on a series of pre-selected questions/criteria.

# Business Documentation Revolutionized

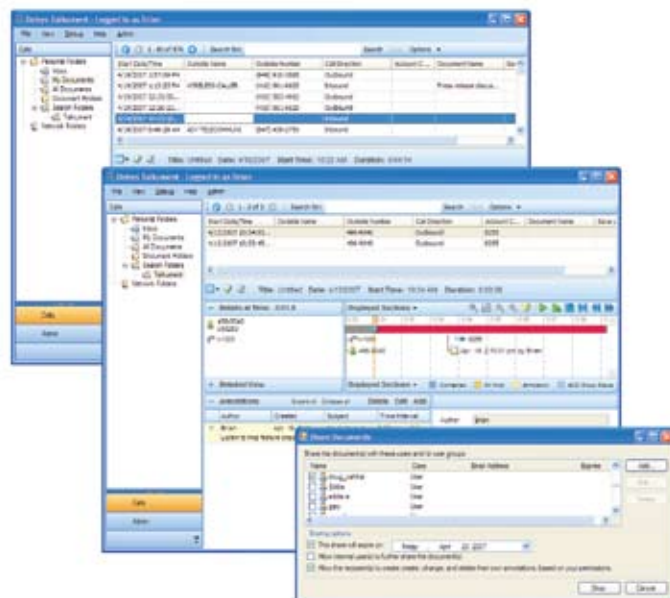
## OAISYS Talkument™

OAISYS delivers unrivaled value and innovation by providing an unlimited user license for Talkument, our award-winning personal voice documentation and collaboration solution, with every OAISYS recording platform. Talkument software does for phone calls what e-mail has done for letters and memos, providing the same benefits to productivity and accuracy.

Talkument captures telephone calls as digital recordings — or voice documents — and securely retains them in a secure, central location, effectively addressing the compliance, collaboration and management needs of every business. Voice communications are transformed into a library of searchable, accessible content, enabling users across the organization to store, organize, annotate and share digital recordings of their phone conversations. Similar to e-mail, Talkument improves collaboration levels and makes it easy to retrieve critical information when it matters most.

Calls can be automatically organized based on personal preferences or even on demand while they are in progress, and Talkument's intuitive Microsoft Outlook®-style interface further enhances ease of organization and retrieval of voice documents. While calls are captured in their entirety, individual accessibility can be restricted based on assigned security permissions. Talkument users can conveniently highlight key segments and add notes as they select the voice documents they need to share with others. OAISYS PVD technology, which facilitates voice document access via encrypted file streaming, ensures that recipients can view, listen to and annotate voice documents, but never download or store them.

Tracer, working jointly with Talkument, offers an organization-wide interaction management solution that optimizes information exchange and revolutionizes the customer experience. Now, everyone can take advantage of the benefits that call documentation can provide—whether in the contact center or another department within the company—to facilitate the seamless, immediate transfer of information.



The intuitive Talkument Viewer windows and controls simplify the user experience, and provide unprecedented voice documentation functionality.

# OAISYS Solutions Address Critical Business Challenges

**Compliance** - Various regulatory bodies require recorded documentation of transactions occurring via telephone such as telesales; financial transactions including account transfers, loan origination, securities/commodities trading and ACH payment setup; utilities account management and others.

**Risk Management** - Recordings of telephone conversations can be used to effectively reduce the risks and ramifications of miscommunication. Examples include improperly filed insurance claims, business to business purchasing, perishable goods orders, personnel recruiting, billing verification and other critical telephone transactions. The ability to quickly and easily refer to the original communication makes it possible to resolve disputes and eliminate associated liability.

**Process Adherence** - Review recorded telephone conversations to verify compliance with communications processes and various adherence mechanisms. This can be especially vital in environments dealing with sensitive data that requires strict identification verification prior to release of information or services, such as health care, financial services and municipal services.

**Personnel Development** - Staff development and training programs are supported through systematic review and evaluation of telephone calls in sales, customer service, product support, collections, personnel applications, scheduling, dispatch and other critical business communications functions. Tracer provides functionality for live monitoring, recording, coaching, evaluating and reporting, delivering a complete personnel communications development platform.

**Business Documentation** - Businesses regularly document every form of electronic and paper communications, investing significant time and money in storage, document management and digital imaging technologies. Yet verbal communications still include some of the most sensitive, urgent and precise information shared. OAISYS solutions document telephone-based verbal communications and enable simple retrieval, playback and sharing of those recorded conversations, preventing miscommunication and helping to keep all members of an organization working in unison.

**Collaboration** - In today's business world, teams of specialists regularly collaborate on various business projects, and group progress can be adversely affected by the communications that occur between team members. Voice documentation facilitates seamless, immediate transfer of critical data between associates, ensuring all involved parties are working from the most accurate and current information. Organizations benefit from shortened project cycles, improved operational efficiencies and decreased miscommunication errors.

## Industries Benefiting from OAISYS Solutions

- Architecture/Engineering/Construction
- Automotive Dealerships
- Contact Centers
- Education
- Employee Benefits/Payroll Administration
- Financial Services
- Government
- Health Care
- Insurance
- Legal
- Manufacturing
- Matchmaking Services
- Recruiting
- Security
- Transportation



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