



**OAISYS Recording Solutions
Frequently Asked Questions**

August 2008



Q: Can you describe the OAISYS Architecture?

A: The OAISYS software uses Microsoft .NET 2.0 technology, Windows XP or Server 2003, SQL Server and IIS. It relies on passive tap voice boards for trunk, analog and digital station and analog radio audio connections. It supports certain forms of IP recording using specific formats for corresponding systems. All user interfaces use web services for communication to the server applications.

Q: Is the system scalable?

A: Yes, a single system is scalable up to 192 trunks, 96 stations or 128 IP ports. Systems may be networked using hub-and-spoke design up to 1,500 total ports.

Q: Does the product integrate with our CRM?

A: There is an open API that allows integration with many third-party applications. Available APIs use COM and SQL technologies.

Q: What training and support is available?

A: Training is available on our Web site to anyone. We also offer training via virtual classroom on a regular basis. Knowledge base articles and support tools are available. Direct technical support is offered to our resellers.

Q: Can the system be administered remotely?

A: Yes, the system can be administered from anywhere if the user has permission to do so. System administration is performed through a single, comprehensive administrator interface that connects to the server via Web services. A single administrative view enables management of an entire OAISYS recording system network.

Q: Describe the security for the product.

A: Following client deployment and initial server connection, all client-server communications are encrypted using robust industry standard RSA and RC2 encryption algorithms. Digital watermarking verifies that voice documents have not been altered.

Q: Can I access the database?

A: You can query the OAISYS database using its SQL API but you cannot write to it.

Q: Does the product offer Multi-System Support?

A: Yes – with some PBXs.

Q: How can I prevent people from listening to phone conversations that are not intended for them to hear?

A: The OAISYS product uses a set of permissions to determine who can listen to what call or even specific parts of a call. These permissions can be based on Caller ID, ANI, DNIS, call direction, account codes, extra information, extensions, ACD agent and ACD group information.
Note: not all information is available in all configurations.

Q: Is there customization available with third party applications?

A: Yes, OAISYS recording solutions include a variety of API's to integrate the product into a total business information system.

Q: What industries are served by OAISYS?

A: Financial, healthcare, distribution, sales, auto dealerships, and many more.



Q: Can two or more systems be networked?

A: Yes. You can network two or more systems up to 1,500 total ports and all recordings can be accessible seamlessly.

Q: Does the system have automatic archive?

A: Yes, you can archive based on the age of the file or based on the percentage of disk space your system has used. Archiving is performed to network attached storage or offline storage using DVD (requires manual tasks to change media once full).

Q: What type of calls can I record?

A: OAISYS offers a wide variety of recording triggers. You can record according to a schedule, record based on Caller ID, extensions, ACD information (with some PBXs), account codes (some PBXs), inbound or outbound calls, call duration and more.

Q: Can I run reports?

A: Yes, Tracer software includes quality and resource utilization reporting. Specific reports are available showing extension activity, trunk activity, advertising campaign activity, hourly call workflow, geographic caller analysis and employee quality control.

Q: How many calls will fit on the server?

A: The OAISYS Recording Appliance and Standard or Advanced Recording Servers will each hold references to approximately 2 million calls in their database. The Advanced PLUS recording server can hold an unlimited number of call references in its database, depending on space allocation requirements. These figures are for recording reference only, not audio file storage.

Audio file storage is available as follows:

OAISYS Recording Platform	Hours of Available Audio Storage
Appliance	20,000 hours
Standard recording server	20,000 hours
Advanced recording server	45,000 hours
Advanced PLUS recording server	75,000 hours

Q: Can I record my employees' desktop activity?

A: Yes, using the OAISYS Desktop Video Recording Server and associated desktop video recording licenses. This requires Tracer software to be licensed on the OAISYS recording platform. Desktop video is recorded during recorded call activity only.