



OAISYS Launches Tracer and Talkument Call Recording Solutions Version 7.1 With Enhanced Administration and Monitoring

New Features Include Cloud Licensing, Live Desktop Monitoring and Caller Location Mapping for Enhanced Contact Center Management

TEMPE, Ariz., Nov. 1, 2011 — [OAISYS](#)[®], a leader in business call recording and contact center management solutions, today announced the general availability of Version 7.1 of its industry leading [Talkument](#)[®] and [Tracer](#) call recording software solutions.

Version 7.1 adds three new core features of interest: Cloud Licensing, Live Desktop Monitoring and Caller Location Mapping for enhanced administering, monitoring and management within the contact center. Benefits of these new features include:

- **Cloud Licensing Service:** This enables automatic registration of an OAISYS recording system and the ability to apply additional licenses directly via the cloud. Cloud licensing streamlines system administration and improves the customer experience, making it even easier to deploy, manage and use OAISYS solutions. In particular, customers deploying on cloud infrastructure will benefit from the pure software solution afforded by this advance.
- **Live Desktop Video Monitoring:** This enhancement to the Live Calls application of the Tracer solution allows authorized users to view the live desktop activity of an agent. Synchronized with live voice monitoring, this feature enables supervisors and managers to obtain a complete view of any interaction.
- **Caller Location 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) or user entry via the OAISYS Desktop Client and OAISYS Management Studio applications.

“Our product update and release efforts over the past two years have been aggressive, to say the least,” said Brian Spencer, president of OAISYS. “We make a point to stay in touch with our customer's evolving needs while concurrently keeping an eye on the dynamic technology evolution of the marketplace, and 7.1 shows tangible results of both efforts.”

Compatible with leading business communications systems, including those from Avaya, Mitel, ShoreTel, Toshiba and others, as well as SIP-based communications services, 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 supervisors for improved collaboration, accuracy and training. Tracer adds advanced interaction management functionality, including customizable performance evaluations, live and automatic call monitoring, quality and resource utilization reporting and synchronized desktop video recording.

OAISYS product development staff is currently engaged with the advancement of Version 7.2 of the Talkument and Tracer solutions, which is scheduled for early-adopter field trial release in December.

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 video 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, as well as SIP-based communications services, 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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OAISYS PR Contacts:

Teri Sawyer, T&Co.
714-536-8407
terisawyer@me.com

Roland Murphy, OAISYS
888-496-9040, ext. 1020
roland_murphy@oaisys.com