



OAISYS Tracer Call Recording Solution Maximizes Contact Center Management and Performance at AllPoints Food Service Parts & Supplies

TEMPE, Ariz., February 10, 2010 — AllPoints Food Service Parts & Supplies relies on [OAISYS](#)[®], a leader in small- to medium-sized business (SMB) and enterprise-class call recording and contact center management solutions, and its [Tracer](#) solution to maximize the management and performance of its call center.

“With the OAISYS Tracer solution, our call center managers can monitor calls live while they are in progress, and they can automatically hear calls based on dynamic business conditions such as the length of the call or tagging by the agent. Using Tracer has significantly impacted our ability to provide superior customer service and has improved agent training and overall call center productivity,” said Phil Wisehart, director of client services for AllPoints.

For more than 25 years, AllPoints Food Service Parts & Supplies has provided parts and support to service companies, equipment dealers and others engaged in repairing and reselling commercial kitchen equipment. Wisehart has 20 years of experience managing call centers and has used call recording and monitoring solutions from a variety of vendors.

In choosing a call recording solution for AllPoints, Wisehart specified a system that could support a high-volume load of 3,000 to 4,000 calls per day; live and auto monitoring capabilities to improve agent performance; and customizable evaluations that could contain an unlimited number of questions. All of these capabilities are delivered in the OAISYS Tracer solution.

Authorized OAISYS Reseller Advanced Telecommunications of Illinois (ATI) recommended the Tracer product.

Today, AllPoints relies on many key features of the Tracer solution, including:

- **Tracer Live Call Monitor:** Allows AllPoints call center managers to monitor calls live while they are in progress
- **Tracer Auto Call Monitor:** Call center management can automatically hear calls based on dynamic business conditions, such as call length or tagging of call by the agent
- **Tracer Quality Control Module:** Enables an evaluator to review a call live or after it has ended and rate it by grading an unlimited number of questions/criteria

“Tracer is the easiest call recording and monitoring product I’ve ever used. I can figure out how to do everything just by looking at the screen; it’s that intuitive,” Wisehart said.

Additional benefits of the Tracer solution for AllPoints include:

- Auto monitoring streamlines management of all calls, including those associated with the client base of absorbed companies
- Call visualization functionality provides a graphic representation of the call throughout the stages of its handling, which has enabled identification and resolution of call routing issues

- Evaluation questions help the call center to constantly improve its customer service and gauge customers' view of the quality of its call center agents
- Sharing of exemplary call center calls to all agents to point out outstanding customer service and highlight the performance of the particular agent
- Review of problem calls to help improve agent skills and overall customer service

About Tracer:

Tracer is the industry's leading digital recording 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. This core PVD functionality is paired with Tracer's advanced contact center management features, including employee performance evaluations, the ability to live monitor calls, generate quality and resource utilization reporting and synchronized desktop video recording capabilities. Tracer is compatible with business communication systems from Avaya, Mitel, Toshiba, ShoreTel, and many other standards-based IP and legacy TDM systems.

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, 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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