



NEWS RELEASE

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OAISYS Call Recording Solution Now Rated “Avaya Compliant”

Call recording and interaction management application is compatible with key Avaya contact center and IP telephony solutions

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Tempe, Ariz. — OAISYS®, a leading provider of business call recording and contact center management solutions, today announced that its Tracer application is compliant with key contact center and IP telephony solutions from Avaya Inc., a global leader in enterprise communications systems, software and services.

The Tracer professional interaction management solution allows businesses to record calls, conduct live and automatic call monitoring, evaluate and rank employee performance and archive calls for later playback and review. The application now is compliance-tested by Avaya for compatibility with Avaya Aura™ Communication Manager 6.0 using Avaya Aura™ Application Enablement Services 5.2.2 (AES) solutions.

“The integration of OAISYS Tracer with Aura Communication Manager provides enterprises and contact centers with a feature-rich, simple-to-use and highly affordable call recording and quality assurance solution,” said Brian Spencer, president of OAISYS. “Avaya compliant testing assures customers and resellers that Tracer will easily, reliably and cost-effectively help them get the most from the Avaya communications infrastructure.”

OAISYS is a member of the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company's investment in its network.

As a Gold member of the program, OAISYS is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

“The integration with OAISYS Tracer provides contact centers and enterprise users with the tools they need to address customer service, regulatory compliance and personnel development concerns throughout the organization,” said Eric Rossman, vice president, developer relations, Avaya. “Avaya customers can now implement a reliable and affordable standards-based call recording and interaction management solution to help achieve low-cost, efficient and profitable contact center operations.”

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, 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.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, data solutions and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information, please visit www.avaya.com. For more information on the Avaya DevConnect program, visit www.avaya.com/devconnect.

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