



OAISYS to Exhibit Its Recording Solutions at Avaya PCC Americas Conference

Will Showcase New Innovations to Avaya Partners From North, Central and South America

TEMPE, Ariz., Mar. 23, 2011 — [OAISYS®](#), a leader in business call recording and contact center management solutions, today announced it will be exhibiting its [Talkument®](#) and [Tracer](#) solutions at the [Avaya Partner Community Council \(PCC\) of the Americas Conference](#) at the Hyatt Regency in Greenville, S.C., March 28–30, 2011. OAISYS will also be highlighting the new features upcoming in its version 7.0 release.

PCC Americas is a forum open to all Avaya authorized partners in North, Central and South America. PCC Americas has two conferences per year, along with monthly conference calls for various subcommittees and task forces. The organization brings partners together to ensure product rollouts contain all the elements necessary for successful introduction, implementation and maintenance of Avaya products throughout the globe.

“We have made significant expansions to our relationship with Avaya worldwide,” said OAISYS President Brian Spencer. “These have included elevating our membership in the Avaya DevConnect program to Gold level status and certifying Tracer as Avaya-Compliant on the Aura™ Communication Manager 6.0. We’re proud to showcase these accomplishments, in conjunction with the across-the-board advances we’ve made to Tracer version 7.0, to PCC Americas’ North, Central and South American membership.”

The Tracer professional interaction management solution allows businesses to record calls, conduct live monitoring, evaluate and rank employee performance and archive calls for later playback and review. In November, 2010, [OAISYS announced](#) Tracer had been compliance-tested by Avaya for compatibility with Avaya Aura Communication Manager 6.0 using Avaya Aura Application Enablement Services 5.2.2 (AES) solutions.

Now available for early adopter field trials, version 7.0 delivers multiple user-requested features, public safety enhancements and key functionality aimed at simplifying solution administration and enhancing overall performance for the enterprise market.

Engineered to support virtualized deployments and compatible with leading IP business communication systems, the Talkument and Tracer call recording solutions help companies improve customer service, reduce costs, increase revenue and drive overall profitability.

Specific features incorporated into version 7.0 of the OAISYS software solutions include:

- Active Directory Integration;
- 64-Bit Windows Support;

- Enhanced Screen Recording Flexibility;
- Quality Monitoring Enhancements;
- Automatic Location Identification (ALI); and
- Spoken Time Overlay during recordings.

In recent years, OAISYS has expanded its global presence, opening OAISYS Ltd. in Cambridge, England, and expanding its base of channel partners around the world, including significant partnerships with firms in the Caribbean and Latin America (CALA) region, an achievement that will be showcased at the conference.

About Talkument:

Talkument personal voice documentation and collaboration software utilizes patent-pending OAISYS Portable Voice Document (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, 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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