



OAISYS to Exhibit at International Avaya Users Group Conference

Will Showcase New Innovations in Call Recording and Contact Center Management Applications to Avaya Users

TEMPE, Ariz., May 18, 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 [International Avaya Users Group \(IAUG\) Conference](#) at Caesars Palace in Las Vegas, May 22-26, 2011. OAISYS will also be previewing the new features in its upcoming version 7.0 release.

With 6,000 members, IAUG is one of the world's largest international organizations for communications technology professionals. As the forum for the global Avaya customer community, IAUG provides a voice and resource for Avaya customers worldwide.

“OAISYS offers an ideal solution fit for Avaya users in any size enterprise,” said OAISYS president Brian Spencer. “As a DevConnect Gold Partner, we have taken the necessary steps to provide customers with an Avaya compliance-tested and certified call recording solution that delivers the perfect balance of functionality, reliability and affordability. That compatibility testing, combined with our industry-leading support and professional services programs, enables businesses to purchase our solutions with confidence.”

The Tracer professional interaction management solution allows businesses to record calls, conduct live and automatic monitoring, evaluate and rank employee performance and archive calls for later playback and review. Tracer has 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.

Engineered to support virtualized deployments, OAISYS solutions have also been tested against and met specific integration and interoperability standards set by the market's dominant virtualization software vendor.

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.

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

- Active Directory Integration;
- 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, 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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