



## **OAISYS Launches SureDeal 60-Day Guarantee for Talkument and Tracer Call Recording and Interaction Management Solutions**

***Enables Customers to Purchase With Confidence,  
Reinforces OAISYS as Leading Call Recording Solutions Provider***

**TEMPE, Ariz., July 20, 2010** — [OAISYS](#)<sup>®</sup> announced today that it is now offering a 60-day money-back satisfaction guarantee to eligible buyers of its award-winning [Talkument](#)<sup>®</sup> and [Tracer](#) call recording and interaction management solutions. Talkument and Tracer are compatible with leading IP business communications systems, including those from Avaya, Mitel, ShoreTel, Toshiba and others.

The announcement is an extension of the [OAISYS SureDeal Services](#) program, which encompasses all of the various pre-sales support services OAISYS provides to customers and resellers. These services include product demonstrations custom-tailored to meet specific business needs along with comprehensive and accurate solution configuration based on a customer's unique technology environment, recording needs and operational requirements.

The new SureDeal Satisfaction Guarantee supports OAISYS' industry-leading reputation for delivering the most reliable, simple-to-buy and cost-effective call recording and interaction management solutions on the market, paired with highly innovative and dependable pre- and post-sales support programs.

"When new customers evaluate OAISYS Talkument and Tracer solutions based on their unique criteria, such as ease-of-use, affordability, customizability, and feature functionality, they'll see that OAISYS is the best choice to meet their call recording and contact center management needs. The confidence we have in our solutions and our dedication to delivering the highest-caliber customer service is what allows us to provide this kind of guarantee," said Brian Spencer, president of OAISYS. "In today's challenging economic environment, the OAISYS SureDeal Satisfaction Guarantee gives businesses an extra assurance and the confidence that they are making the right purchasing decision."

Eligibility requirements for the OAISYS SureDeal Satisfaction Guarantee include:

- In collaboration with the customer's Authorized OAISYS Reseller, completion and submission of an OAISYS Technical Discovery Form, which serves to capture all of the pertinent information about the installation environment and intended use of OAISYS solutions; and
- Utilization of the free [OAISYS JumpStart Services](#) program, specifically designed to install an OAISYS solution purchase quickly, correctly and reliably.

If these conditions are met, OAISYS will provide a 60-day money-back guarantee, effective from the date of installation. If OAISYS can't resolve a performance issue within 60 days, customers can return the system for a refund. Options for reimbursement of some or all associated labor expenses are also available, providing OAISYS resellers with coverage as well.

"Competing vendors in our space talk a lot about their ability to effectively address customer needs but often fall short when it comes to delivering quality products and consistently excellent customer service. We're putting our money where our mouth is—if customers don't love their OAISYS solution purchases, we'll take them back," Spencer said.

Interested customers should contact their OAISYS sales representatives for more details and terms and conditions of the SureDeal program.

**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](http://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.

###

**OAISYS PR Contacts:**

Teri Sawyer, T&Co.

714-536-8407

[terisawyer@me.com](mailto:terisawyer@me.com)

Roland Murphy, OAISYS

888-496-9040, ext. 1020

[roland\\_murphy@oaisys.com](mailto:roland_murphy@oaisys.com)