



# OAISYS® SureDeal Satisfaction Guarantee



OAISYS is committed to providing the highest-quality call recording and interaction management solutions on the market. But, our dedication to excellence isn't relegated to just our products. Our customers and resellers enjoy the benefits of the OAISYS SureDeal program, which provides comprehensive pre-sales support and services that ensure the proper design and implementation of our solutions.



## Purchase with Confidence, We've Got You Covered

With our SureDeal program, OAISYS Sales Management and Sales Engineering teams work closely with partners and customers to provide a customized solution demonstration, and then develop a complete and accurate solution configuration to effectively meet an organization's unique business requirements.

OAISYS takes great pride in the level of attention we provide throughout the sales process, from start to finish. We stand behind each and every sale, and to further demonstrate that dedication and the confidence we have in our solutions, we offer the OAISYS SureDeal Satisfaction Guarantee program. With the SureDeal Satisfaction Guarantee, if you're not completely satisfied with your OAISYS solution purchase, you can return the system within 60 days for a full refund.

To be eligible for the OAISYS SureDeal Satisfaction Guarantee, the customer and reseller must complete and submit the OAISYS Technical Discovery Form. This form serves to capture all of the pertinent information about the installation environment and the intended use of our products, making certain the OAISYS solution properly meets customer expectations.

In addition to the Technical Discovery Form, use of the free OAISYS JumpStart Services program is required for SureDeal Guarantee eligibility. Our JumpStart Services program is specifically designed to get an OAISYS system purchase up and running quickly, correctly and reliably. OAISYS JumpStart Services provides coordinated project management of an installation—from the moment a system ships until a customer is using it productively—minimizing deployment time and maximizing customer satisfaction.

Obtaining the additional peace of mind offered by our SureDeal Guarantee is easy. Simply complete the Technical Discovery Form and submit to OAISYS prior to finalization of the sale, then utilize our free JumpStart Services program to support the system deployment, and we'll provide a 60-day money-back guarantee, effective from the date of installation. If you're dissatisfied with the performance of our product and we can't make it right within 60 days, you can return the system for a full refund. The SureDeal Guarantee includes options for reimbursement of some or all associated labor expenses, ensuring OAISYS partners are covered as well. Contact your OAISYS sales representative for more details along with terms and conditions of the program.

*We know how important it is to keep your business operating smoothly, and our SureDeal Guarantee provides an extra layer of assurance you can count on. Find out for yourself what makes OAISYS The Right Choice for Call Recording.*



To learn more about OAISYS, Tracer and Talkument, please visit our website at [www.oaisys.com](http://www.oaisys.com) or call 888.496.9040 today.

OAISYS  
7965 South Priest Drive,  
Suite #105  
Tempe, AZ 85284

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