



## **OAISYS' Tracer Call Recording Software Recognized with Multiple Awards from Customer Interaction Solutions® Magazine**

### ***Awards Reflect Innovations in Contact Center and IP Technology***

**TEMPE, Ariz., August 31, 2010** — [OAISYS](#) is proud to announce its [Tracer](#) professional interaction management solution for contact centers has received two awards from [Technology Marketing Corporation](#) (TMC) for its innovative advances in contact center and IP telephony communications.

With the first award, TMC has named [Tracer](#) as a 2010 TMC Labs Innovation Award winner presented by [Customer Interaction Solutions](#) magazine.

[Tracer](#), the industry's leading call recording and contact center management solution, allows organizations to record calls, conduct live and auto call monitoring, evaluate and rank employee performance and archive calls for later playback and review.

"[OAISYS](#) has clearly demonstrated to the staff of TMC Labs that [Tracer](#) is truly innovative in the CRM and contact center industries. Tracer has made significant contributions in the advancement of this industry," said [Rich Tehrani](#), CEO, TMC. "We're proud to reward this outstanding accomplishment with a TMC Labs Innovation Award this year."

The second award, the 2010 IP Contact Center Technology Pioneer Award, also presented by TMC and [Customer Interaction Solutions](#), recognizes [Tracer](#)'s contributions to the advancement and usefulness of Internet Protocol (IP) telephony in the contact center industry.

Tehrani said, "TMC is proud to distinguish [OAISYS](#) with an IP Contact Center Technology Pioneer Award. [Tracer](#) has been designed with the needs of the contact center market in mind and the potential of IP behind it making it worthy of this prestigious honor."

He continued, "Technology is the key to the success of any call center, so it is my pleasure to recognize [OAISYS](#) for bringing superior, groundbreaking technologies to market while providing high quality and advanced applications," continued Tehrani.

"Contact centers, both formal and informal, have been a key focus for us since [Tracer](#) was first developed," said [OAISYS](#) president Brian Spencer. "The advance of IP telephony in the contact center space has been a major improvement for the industry, and we design our call recording and professional interaction management solutions not only to make the most effective use of the technology but also to increase value for our customers who employ it."

In the past two years, [OAISYS](#) and [Tracer](#) have also been named TMC's Best of Show as the Most Innovative Product, [Customer Interaction Solutions](#) magazine's Product of the Year, and has received the magazine's award for CRM Excellence.

The award-winning [OAISYS](#) product portfolio also includes [Talkument](#)®, which is bundled with [Tracer](#) in an unlimited user license or available for purchase as a stand-alone application. Talkument personal voice documentation and collaboration software utilizes patent-pending OAISYS Portable Voice Document (PVD™) technology, enabling individual businesspeople to store, organize, play back, annotate and share calls for collaboration and process compliance.

### **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.

### **About Customer Interaction Solutions**

Since 1982, [Customer Interaction Solutions](#) (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, Customer Interaction Solutions strives to continue to be the publication that holds the quality bar high for the industry. Please visit [www.cismag.com](http://www.cismag.com).

### **About TMC**

Technology Marketing Corporation (TMC) is a global, integrated media company helping our clients build communities in print, in person and online. TMC publishes [Customer Interaction Solutions](#), [INTERNET TELEPHONY](#), [Unified Communications](#), and [NGN](#) magazines. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by two million unique visitors each month on average worldwide, according to Webtrends. TMCnet has ranked within the [top 3,500](#) in Quantcast's Top U.S. sites, placing TMCnet in the nation's top .03% most visited Web sites. In addition, TMC produces [ITEXPO](#); [4GWE Conference](#) and [M2M Evolution](#) (in conjunction with Crossfire Media); [Digium|Asterisk World](#) (in conjunction with Digium); and [Smart Grid Summit](#) (in conjunction with Intelligent Communication Partners). TMC serves other communications market segments with the [Cloud Communications Summit](#) (in conjunction with Light and Electric); [CVx](#) ChannelVision Expo (in conjunction with Beka Publishing); and [MSPWorld](#)™ (in conjunction with the MSP Alliance).

TMC also serves technology professionals with industry-specific Web sites: [InfoTech Spotlight](#), [4GWE](#), [M2M Evolution.com](#), [Smart-Grid.TMCnet.com](#), [Smart Products Ecosystem](#), [Robotics.TMCnet.com](#), [Cable.TMCnet.com](#), [Satellite Spotlight](#), [Green.TMCnet.com](#), [Healthcare.TMCnet.com](#), [Business Video](#), [Finance.TMC.com](#), [Legal.TMC.com](#) and [Education.TMCnet.com](#).

For more information about TMC, visit [www.tmcnet.com](http://www.tmcnet.com).

###

### **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)