



## New OAISYS Talkument and Tracer 6.2 Call Recording Solutions Provide Public Safety Updates, Improved SIP Trunk Integration

### Enhancements to be Unveiled at APCO Conference in Houston

**TEMPE, Ariz., July 28, 2010** — [OAISYS](#)<sup>®</sup>, a leader in business call recording and contact center management solutions, today announced the new version 6.2 release of its [Talkument](#)<sup>®</sup> and [Tracer](#) software solutions. Now available for early-adopter field trials, Talkument and Tracer version 6.2 delivers new technology enhancements and functionality improvements for public safety agencies and call centers.

OAISYS' new 6.2 enhancements will be unveiled to the public at the upcoming Association of Public-Safety Communications Officials ([APCO](#)) International's 76<sup>th</sup> Annual [Conference & Expo](#), which will be held August 1–4 at the George R. Brown Convention Center in Houston. APCO is the world's largest public safety communications organization, with more than 15,000 members worldwide. OAISYS will be presenting in booth number 1620.

Compatible with leading business communications systems, including those from Avaya, Mitel, ShoreTel, Toshiba and others, Talkument and Tracer solutions help companies improve customer service, reduce costs, increase revenue and drive overall profitability.

Tracer functionality is built on a foundation of OAISYS' Talkument voice documentation solution. Talkument does for phone calls what the advent of e-mail did for letters and memos, providing similar benefits to collaboration, productivity and accuracy. Talkument captures digital recordings, or voice documents, of authorized users' phone-based conversations using patent-pending OAISYS Portable Voice Document (PVD<sup>™</sup>) technology. Conversations are captured in their entirety and can be easily and securely shared with other authorized users and oversight personnel for improved collaboration and accuracy.

"The ongoing evolution of our Talkument and Tracer solutions delivers a robust set of purpose-driven capabilities for key target customer markets, specifically the growing public safety and contact center markets," said Brian Spencer, president of OAISYS. "This release continues a trend for us of delivering highly practical, sophisticated solutions that uniquely address modern business challenges."

New features, functionality and options delivered in version 6.2 of the OAISYS Talkument and Tracer software solutions include:

- **Incident Reconstruction:** Multi-channel playback enables the user to play up to eight recordings simultaneously. This feature is useful for public safety and call center customers, which routinely receive multiple calls about the same event. Communications and dispatch centers can replay these related calls from within a single user interface as they occurred in real time. Each recording has variable speed control, allowing the audio to be played back more slowly than normal, in addition to volume and balance controls, to help facilitate capture of key information.
- **Portable Incident Replay:** The Stand-Alone PVD Player, which enables convenient replay of recordings in the field or in a courtroom, has been enhanced with incident reconstruction. The player provides a graphical timeline and a full set of playback controls, including variable speed, balance and volume.
- **SMDR Matching Logic With SIP Trunk Integration:** This feature allows Talkument and Tracer to associate extension information and account codes to a call once the call is completed, greatly

benefitting customers recording their SIP Trunk calls. Without this feature businesses needing to record calls in their entirety using SIP trunks had no solution to restrict recording to certain telephones or calls designated by user input, finely control access privileges or search for recordings based on the telephone user or user input. This feature is currently available with the Mitel 3300 IP Communications Platform (ICP), Mitel 5000 Communications Platform (CP) and the Toshiba Strata CIX IP business telephone systems.

- **ShoreTel Enterprise Contact Center Integration:** Of specific interest to ShoreTel users is the integration with the Enterprise Contact Center (ECC) application. The ECC integration provides contact center agent information in the Talkument or Tracer application. This will allow for searching, sorting and visualization of contact center agent information. Permissions can also be granted based on contact center agent data.

OAISYS is currently accepting a limited number of customers interested in participating in early-adopter field trials of the 6.2 release.

Available with Talkument and Tracer 6.2 is OAISYS' new SureDeal 60-Day Guarantee, which gives users a conditional 60-day money-back guarantee, effective from the date of installation by an Authorized OAISYS Reseller. For details, visit [www.oaisys.com/SureDeal.aspx](http://www.oaisys.com/SureDeal.aspx).

#### **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.

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