



## **New OAISYS Talkument and Tracer Call Recording Software Provides Deployment Enhancements, Improved Functionality and Cost Savings**

### **Enhancements Include SIP Trunk Recording, Speech Analytics, On-Demand Licensing, and Multi-Language Support**

**TEMPE, Ariz., April 20, 2010** — [OAISYS](#)<sup>®</sup>, a leader in small- to medium-sized business (SMB) and enterprise-class call recording and contact center management solutions, today announced the new version 6.1 release of its [Talkument](#)<sup>®</sup> and [Tracer](#) software solutions. Now available for early-adopter field trials, Talkument and Tracer version 6.1 delivers new deployment enhancements, improved functionality and cost savings.

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

“This latest release of our Talkument and Tracer solutions reflects a combination of feature improvements, integrations and expanded deployment options that enable OAISYS to better address evolving market needs and unique customer requirements,” said Brian Spencer, president of OAISYS. “We continue to rapidly identify, develop and implement enhancements to our products that enable us to deliver the most practical, easy-to-use and cost-effective call recording and interaction management solutions on the market.”

New features, functionality and options delivered in version 6.1 of the OAISYS Talkument and Tracer software solutions include:

- **SIP Trunk Recording:** OAISYS solutions can now integrate directly with SIP trunks to record calls and seamlessly capture call data, including outside party number, start time and duration. This allows organizations to take advantage of the cost savings SIP trunking can provide. Coming soon, the next release will expand the call data capture capabilities to include details from the communications platform, such as extension participants, in addition to the SIP trunk data.
- **Speech Analytics:** Contact centers can export call recordings based on pre-defined business rules, using criteria such as call duration or agent ID, into best-of-breed speech analytics technology to analyze and isolate calls containing user-definable terms or phrases of significance to management.
- **On-Demand Licensing:** Organizations primarily concerned with quality assurance or needing to judiciously monitor telephone handling processes will benefit from on-demand licensing, which enables cost-effective random sampling of communications in accordance with dynamic business conditions. This improved software utilization efficiency, combined with Tracer’s easy-to-use employee performance evaluations, live and auto call monitoring and reporting tools, delivers a cost-effective, comprehensive quality assurance platform to boost sales, service levels and process adherence. This is particularly useful in telesales, customer service, healthcare, government and financial services contact centers.
- **Multi-Language Support:** Contact centers deploying across national boundaries or in markets with agents speaking varied languages will benefit from multi-language support, which now includes Spanish and Portuguese language packs along with the pre-existing English language pack. These initial language packs prove especially beneficial to organizations across North, Central and South America, the Caribbean, Spain and Portugal.

OAISYS is currently accepting a limited number of referrals for customers interested in participating in early-adopter field trials of the 6.1 release.

**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)