



## **OAISYS Introduces SIP Trunk Integration and Speech Analytics Capabilities for Talkument and Tracer Call Recording Solutions**

***Latest Enhancements Help Drive Cost Savings and Improve Contact Center Performance***

**TEMPE, Ariz., March 16, 2010** — OAISYS®, a leader in small- to medium-sized business (SMB) and enterprise-class call recording and contact center management solutions, today announced the introduction of SIP trunk recording and speech analytics functionality for its Talkument® voice documentation and Tracer interaction management solutions.

The OAISYS Talkument and Tracer call recording and interaction management solutions now integrate directly with SIP trunks to record calls. This release includes capabilities to seamlessly capture call data directly from the SIP trunk, including outside party number, start time and duration. 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.

“SIP trunk services have really gained traction, especially in larger enterprises, and can help deliver high-quality, scalable and reliable business communications in an extremely cost-effective manner,” said Brian Spencer, president of OAISYS. “The ability of Talkument and Tracer to directly record SIP trunks enables us to better support enterprise-class deployments and allows our customers to enjoy the cost-savings of SIP paired with the proven business process optimization and revenue protection benefits of OAISYS call recording solutions.”

In addition to the SIP-related improvements, contact centers can now 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 examine calls and identify issues needing resolution. Organizations leveraging award-winning OAISYS solutions can use the speech analytics product that best suits their individual needs to analyze call recordings and isolate those calls containing terms or phrases with significance to contact center management.

“We have been closely following the evolution of speech analytics in the marketplace and its potential as a complementary solution to our core call recording technology. We believe speech analytics has now sufficiently matured to be a useful, reliable and affordable option for our customers,” said Spencer.

SIP integration and speech analytics are part of the upcoming version 6.1 release of the company’s Talkument and Tracer software solutions, which is currently available to early adopters. OAISYS is now accepting a limited number of referrals for customers interested in participating in the early adopter release.

Both of these feature enhancements will be demonstrated at the 2010 Convergence Summit North, where OAISYS Limited, the company’s UK office handling business throughout the EMEA market, will be exhibiting March 16 and 17. OAISYS will be located at Stand Number 36.

**About OAISYS:**

OAISYS® (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)