



OAISYS to Exhibit as a Platinum Sponsor at ShoreTel's 2011 Annual Champion Partner Conference

Will Showcase Innovation, Interoperability and Validated Solutions

TEMPE, Ariz., July 14, 2011 – OAISYS, a leader in business call recording and contact center management solutions, announced today it will exhibit as a Platinum Sponsor at ShoreTel's Annual Champion Partner Conference in Chicago, July 19-21. OAISYS will appear in booth #2.

As an active member of the [ShoreTel Innovation Network](#), OAISYS' [Talkument](#)[®] and [Tracer](#) solutions have been validated for interoperability on ShoreTel's latest [unified communications \(UC\) system](#), ensuring end users' ability to benefit fully from the combined array of ShoreTel's IP communications and OAISYS' call recording, interaction management and reporting capabilities.

Working through its network of channel partners in the Americas and its subsidiary OAISYS, Ltd., in the European/Middle Eastern/African (EMEA) region, OAISYS has significantly enhanced and expanded its support of ShoreTel's dedication to "brilliantly simple" communications for businesses of all sizes and in all verticals.

During the conference, OAISYS will showcase version 7.0 of its award-winning Talkument and Tracer call recording and professional interaction management solutions.

Version 7.0 delivers key functionality for the enterprise market and feature enhancements for state and local government. Specific features incorporated into version 7.0 of the OAISYS software solutions include:

- **Active Directory Integration:** This feature reduces the complexity of system management, enabling OAISYS recording solutions to retrieve user account credentials and groups from Active Directory.
- **Enhanced Screen Recording Flexibility:** Tracer Screen Recording functionality can now be enabled using an expanded variety of triggers, such as through voice activation, integration with a predictive dialer or other third-party application.
- **Quality Monitoring Enhancements:** OAISYS evaluations have been enhanced to allow categorical grouping of evaluation criteria, customized effectiveness codes for total business process alignment and a more flexible user interface.

Among enhancements of specific focus to users in state and local government are:

- **Automatic Location Identification (ALI):** ALI is a physical address service that corresponds with a phone number. It is commonly used in public safety contact centers to identify the location from which a call originates.
- **Spoken-Time Overlay:** This feature reflects the real time in which a call took place and can be heard during playback of the recording. The functionality is used to synchronize other data review and for verisimilitude when calls are played back for juries and other third parties.

“We are proud and honored to count ShoreTel as one of our major global partners,” said Brian Spencer, president of OAISYS. “Their dedication to innovative solutions and comprehensive communications at a reasonable total cost of ownership, coupled with their exclusive focus on the channel, matches perfectly with our own vision, and we are pleased to exhibit at this year’s Conference as a Platinum Sponsor.”

“OAISYS has been a member of ShoreTel’s partner programs since 2007 and we’ve enjoyed great joint successes with customers who understand the value of a complete, best-of-breed, UC solution,” said Kevin Gavin, chief marketing officer at ShoreTel. “We are looking forward to seeing the latest and greatest of their call-recording solutions demoed for ShoreTel’s vast worldwide reseller and distributor network – priming the pump for even greater successes in the future.”

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) 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, 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 ShoreTel:

ShoreTel, Inc. (NASDAQ: SHOR) is the provider of brilliantly simple [Unified Communication \(UC\) solutions](#) based on its award-winning [IP business phone system](#). We offer organizations of all sizes integrated, voice, video, data and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices in Austin, Texas, United Kingdom and Sydney, Australia. For more information, visit www.shoretel.com.

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