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## **OAISYS<sup>®</sup> Awarded “Best of Show” at ITEXPO West 2008**

*Tracer Call Center Software Recognized for Innovation and Quality at Leading IP Communications Conference at Los Angeles Convention Center*

**Tempe, Ariz. September 30, 2008:** [OAISYS](#), an industry leading provider of call recording solutions for small to medium-sized businesses (SMB) and call centers, is pleased to announce that their [Tracer](#) professional interaction management and quality assurance software has received the “Best of Show Award-Most Innovative Product” at Technology Marketing Corporation (TMC<sup>®</sup>)’s INTERNET TELEPHONY Conference and EXPO West 2008.

Tracer automatically records, stores and organizes telephone conversations and, optionally, associated desktop screen activity. The software application delivers advanced contact center management and quality assurance tools as well as powerful collaboration and knowledge sharing capabilities, all tightly bundled into one comprehensive solution. Paired with [Talkument<sup>™</sup>](#), the personal voice documentation and collaboration solution from OAISYS, the Tracer software dramatically improves agent interactions and overall business performance by leveraging the knowledge and expertise of the entire organization to accurately and efficiently address customer service issues.

"Quality customer care often means getting back to customers with thoughtful, on-target responses that cover the aspects of the issues that they had raised," said Brendan Read, Senior Contributing Editor of TMC's *Customer Interaction Solutions* magazine. "The OAISYS solution enables this high level of customer-retaining service in a thorough, effective and convenient means that is easy to deploy and intuitive to use."

The INTERNET TELEPHONY Conference & EXPO Best of Show Award recognizes innovative products and solutions that were featured in the Exhibit Hall during the event. This designation serves to highlight the technological achievement and creative product features that sets Tracer apart from any other product on the market. INTERNET TELEPHONY magazine editorial staff evaluated the pre-show nominations and met with vendors to inspect and review the displayed products on the first day of the Expo.

"The presence of outstanding companies like OAISYS with their award winning solutions helps to validate ITEXPO's status as the leading forum for the VoIP and IP communications industry," said TMC President and Conference Chairman, Rich Tehrani. "Service providers, enterprise buyers, developers and resellers come to ITEXPO because they know they'll find solutions from innovative companies like OAISYS that can help their businesses today."

"We're very excited to again be recognized by TMC as a true innovator within the market," said Brian Spencer, President of OAISYS. "Our ground-breaking Tracer and Talkument solutions continue to garner industry accolades and support. That acknowledgement, paired with the overwhelmingly positive feedback we receive from our customers, further strengthens our reputation as a trusted provider of innovative call recording and voice documentation solutions for the SMB marketplace."

### **About OAISYS**

OAISYS ([www.oaisys.com](http://www.oaisys.com)) is a premier developer of customer interaction solutions for small to medium-sized businesses and call centers. Our solutions help companies attract and retain customers by digitally capturing customer interactions for simple retrieval, playback and management through intuitive interfaces to fit various users' needs. We integrate with leading telephone systems to provide a communications solution that enables companies and employees to communicate more quickly, easily and efficiently.

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