



## **OAISYS Tracer Delivers Affordable, Enterprise-Class Quality Assurance and Workforce Optimization**

***Compatible with Mitel, Toshiba, ShoreTel  
And Other Leading VoIP Solutions Providers***

**Tempe, Ariz., November 10, 2009**—OAISYS®, a leading provider of call recording and contact center management solutions, today announced the immediate availability of Tracer version 6.0, the industry's leading digital recording solution for contact centers. Tracer 6.0 delivers new feature enhancements to better support large-scale, enterprise-wide deployment of the award-winning Tracer professional interaction management solution. Tracer's live call and auto call monitoring functionality, as well as improved agent coaching and evaluation features, reduce training costs and increase revenue, driving overall profitability for contact centers.

"OAISYS provides enterprise users with the tools they need to effectively address their customer service objectives, regulatory compliance requirements and unique business challenges throughout the entire enterprise," said Brian Spencer, president of OAISYS. "The feature enhancements in this latest release of Tracer were driven by the direct feedback of our contact center customers. Our willingness to listen and actively respond to the voice of our customers with innovative, reliable and affordable solutions helps them to achieve low-cost, efficient and profitable contact center operations."

Tracer utilizes patent-pending OAISYS Portable Voice Document (PVD™) technology to capture telephone-based interactions as digital call recordings, or voice documents, that are available to store, organize, playback, annotate and share with others as needed. This core PVD functionality is paired with Tracer's advanced contact center management features, including employee performance evaluations, the ability to live monitor calls and generate quality and resource utilization reporting. Now, customers can experience even greater ease-of-use along with new, unique and powerful capabilities that improve upon the robust Tracer feature set.

New Tracer feature enhancements include:

- **Live Call Monitor:** Tracer's integrated Live Call Monitor feature allows users to connect to one or more Tracer systems, each with up to 192 channels, to easily and efficiently monitor agent interactions with customers in real-time. Benefits include easy monitoring access to calls occurring across all nodes of the enterprise voice network, such as those handled in a remote or branch office.
- **Auto Call Monitor:** Tracer's Auto Call Monitor feature provides real-time automatic live monitoring of calls meeting criteria pre-defined by management. Supervisors may begin hearing a call that meets desired conditions instantly, or

they can receive an immediate visual and/or audible notification of a situation requiring their attention. For instance, an agent call with an upset customer can be identified and resolved before resulting in potentially negative and costly consequences.

- **Live Annotations and Coaching:** Tracer's live annotations and coaching capabilities enable supervisors to add text annotations directly to calls during live monitoring, permitting their observations to be captured in real-time. Integrated instant messaging lets supervisors coach agents directly and unobtrusively, allowing them to influence the quality of interactions. All annotations and coaching sessions are logged in context with the voice recording, providing an easy way to reconstruct contact center scenarios.
- **Quality Control Work Queues:** Tracer's quality control work queues allow users to create rules for the count and types of calls that supervisors must evaluate. This improves the speed and efficiency with which agent evaluations are completed, while also ensuring supervisor objectivity.
- **Automated Call Organization:** Tracer's automated call organization feature identifies calls that meet set criteria based on call filters, such as agent ID or extension lists, and categorizes them within a specific search folder, which streamlines performance evaluation. For example, a manager can easily review a folder comprised of only his or her sales agent calls.
- **Owner's Report:** Tracer's Owner's Report feature clearly reveals who is using Tracer, how often and for what purpose. This enables organizations to hold management accountable to their contact center oversight and quality assurance responsibilities.

The OAISYS Tracer solution is widely used by organizations throughout a broad range of industries to obtain greater insight and understanding into the interactions that shape their everyday operations. These industries include financial services, healthcare, automotive dealerships and, within the public sector, transportation, energy and government agencies. Businesses use this information to ensure regulatory compliance, support customer retention and promote revenue protection.

To locate an Authorized OAISYS Reseller in your area, visit the OAISYS website at: [www.oaisys.com](http://www.oaisys.com)

#### **About OAISYS:**

Headquartered in Tempe, Ariz., 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. Our 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. OAISYS applications help to improve risk management, quality assurance, customer retention, dispute resolution and other critical business concerns. OAISYS offers superior integration with leading business communications systems, ensuring the right fit for a broad array of organizational needs.

###

**OAISYS PR Contacts:**

Teri Sawyer, T&Co.

714-536-8407

terisawyer@me.com

Bill Johnson, OAISYS

888-496-9040

bill\_johnson@oaisys.com