



OAISYS a Platinum Sponsor at Mitel Business Partner Conference 2011

TEMPE, Ariz., May 25, 2011 – [OAISYS](#)[®], a leader in business call recording and contact center management solutions, today announced that it is a platinum-level sponsor at the Mitel Business Partner Conference 2011, Mitel's premier channel event that brings together business communications professionals from across the Americas. The event takes place June 1–3, 2011 at the Westin Diplomat Resort & Spa in Fort Lauderdale, Florida.

The three-day event will include access to the Mitel Solutions Expo, hands-on product demos, informative breakout sessions, customer testimonials and featured keynote presentations. The 2011 event marks the largest and most exciting Mitel Americas channel conference to date. Conference attendees include a record number of Mitel channel partners ranging from value-added resellers to software providers to system integrators that are focused on delivering Mitel unified communications to regional, national and global customers.

"Our relationship with Mitel and commitment to the channel are second to none," said OAISYS president Brian Spencer. "The Mitel Business Partner Conference provides a special opportunity to share with attendees the true value we bring to the Mitel ecosystem. We are proud and delighted to take a leading sponsorship position and to showcase our solutions alongside Mitel's at this event."

OAISYS has been recognized by Mitel as its preferred call recording partner and the Mitel DataNet CommSource Vendor of the Year for each of the last four years.

During the conference, OAISYS will showcase version 7.0 of its award-winning [Talkument](#)[®] and [Tracer](#) call recording and professional interaction management solutions at booth number 211.

Version 7.0 delivers key functionality for the enterprise market and feature enhancements for the public safety sector. 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.
- **Multiple MiTAI Connections:** For Mitel customers using the MiTAI Application Programming Interface (API), OAISYS solutions can support multiple MiTAI connections, which can reduce hardware requirements and lower deployment costs.
- **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 the public safety market 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.

In addition to the new features delivered in version 7.0, OAISYS will discuss its support for virtualization, which delivers operating cost savings, simplified IT management and enhanced business continuity. Both Talkument and Tracer have been tested against and met specific integration and interoperability standards set by the market's dominant virtualization software vendor.

Delivering seamless, certified interoperability with Mitel's business communications portfolio, including the Mitel 5000 Communications Platform and the Mitel 3300 IP Communications Platform, the OAISYS Talkument and Tracer call recording solutions help companies improve customer service, reduce costs, increase revenue and drive overall profitability.

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 Mitel

Mitel (Nasdaq: MITL) is a global provider of business communications and collaboration software and services. Mitel's Freedom architecture provides the flexibility and simplicity organizations need to support today's dynamic work environment. Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that provides freedom from walled garden architectures and enables organizations to implement best-of-breed solutions on any network; extends the "in-office" experience anywhere, on any device; and offers choice of commercial options to fit business needs. For more information visit: <http://www.mitel.com>

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