



OAISYS Receives 2009 Product of the Year Award by Customer Interaction Solutions® Magazine

OAISYS Tracer Solution Provides Enterprise-class Call Recording and Contact Center Management Functionality

TEMPE, Ariz., January 27, 2010 — [OAISYS](#)®, a leader in small- to medium-sized business (SMB) and enterprise-class call recording and contact center management solutions, today announced that [Tracer](#), the industry's leading digital call recording solution for contact centers, has received a 2009 Product of the Year Award from Technology Marketing Corporation's (TMC®) Customer Interaction Solutions magazine, the leading publication covering CRM, call centers and teleservices.

"I am pleased to honor OAISYS for their hard work and success. OAISYS has displayed true innovation and excellence in the development of contact center recording solutions, and is dedicated to improving the contact center experience and ROI for the companies that use them," said Rich Tehrani, CEO, TMC.

"We are proud to receive Customer Interaction Solutions magazine's Product of the Year Award for our Tracer call recording and interaction management software," said Brian Spencer, president of OAISYS. "Tracer delivers a sophisticated, yet simple to use, highly affordable call recording solution to the enterprise market. Our customers use Tracer to enhance and protect revenue streams, reduce agent turnover and associated training costs and maximize overall profitability of their 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, play back, 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.

Tracer seamlessly integrates with business communications systems from leading providers such as Avaya, Mitel, Toshiba and ShoreTel, as well as with most standards-based IP and legacy TDM systems.

A free, system-level and Web Services Application Programming Interface (API) is included with the Tracer software, enabling integrations with various predictive dialers, ACD and other contact center applications as well as commonly used business applications, such as Microsoft Outlook®, Salesforce.com and Microsoft® Dynamics®. This allows businesses to optimize the value of their existing IT investments while introducing expanded feature capabilities across the organization.

Tracer software features 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 simple 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.

To locate an Authorized OAISYS Reseller in your area, visit the OAISYS website at:

www.oaisys.com

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 and other critical business concerns. OAISYS is headquartered in Tempe, Ariz. OAISYS Limited is located in Cambridge, England.

About Customer Interaction Solutions:

Since 1982, [Customer Interaction Solutions](#) (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, Customer Interaction Solutions strives to continue to be the publication that holds the quality bar high for the industry. Please visit www.cismag.com for more information.

About TMC:

Technology Marketing Corporation (TMC) is a global integrated media company helping our clients build communities in print, in person and online. TMC publishes [Customer Interaction Solutions](#), [INTERNET TELEPHONY](#), [Unified Communications](#), and [NGN](#) magazines. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by two million unique visitors each month on average worldwide, according to Webtrends. TMCnet has ranked within the [top 3,500](#) in Quantcast's Top U.S. sites, placing TMCnet in the nation's top .03% most visited Web sites. In addition, TMC produces [INTERNET TELEPHONY Conference & EXPO](#) (ITEXPO); [4GWE Conference](#) and [M2M Evolution](#) (in conjunction with Crossfire Media); [Digium|Asterisk World](#) (in

conjunction with Digium); and [Smart Grid Summit](#) (in conjunction with Intelligent Communication Partners).

For more information about TMC, visit www.tmcnet.com.

###

OAISYS PR Contacts:

Teri Sawyer, T&Co.
714-536-8407
terisawyer@me.com

Roland Murphy, OAISYS
888-496-9040, ext. 1020
roland_murphy@oaisys.com

TMC Contact:

Jan Pierret
Marketing Manager
203-852-6800, ext. 228
jpierret@tmcnet.com