

OAISYS® Sales Training: Talkument® and Tracer Version 6.1

Overview

OAISYS is pleased to announce the introduction of the version 6.1 release of our Talkument and Tracer software solutions to early adopter field trials. This latest release includes several feature improvements, integrations and expanded deployment options that will enable our resellers to better address evolving market needs and unique customer requirements. Key features, functionality and options delivered in v6.1 include:

- SIP Trunk Recording
- Speech Analytics
- On-Demand Licensing
- Multi-Language Support

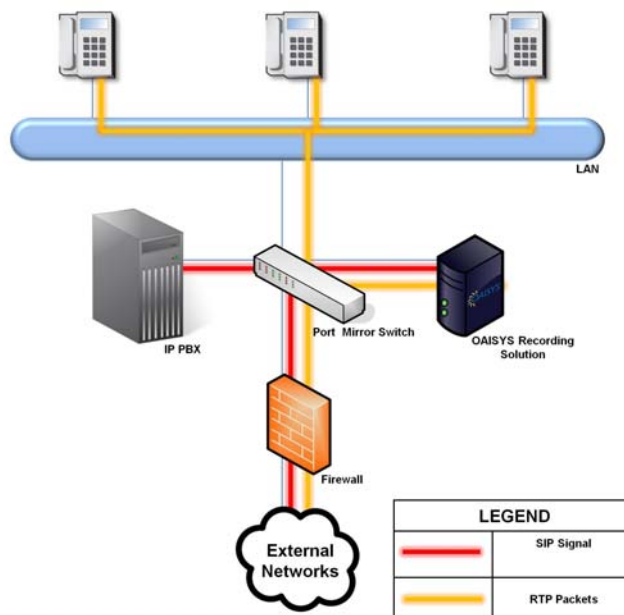
This document provides an overview of these new capabilities, the benefits they provide, markets/customers most likely to have a strong interest and additional important information to be aware of and properly communicate.

SIP Trunk Recording

SIP trunking eliminates the need for VoIP gateways or separate voice connections such as T1, ISDN PRI or analog lines, making it easier and less costly to deploy services while also enabling business performance improvements through the integration of third-party communications applications, like call recording. Businesses in both the SMB and enterprise markets have shown growing interest in SIP, but it may prove especially attractive to SMBs, where price and convenience are key value drivers.

OAISYS solutions can now integrate directly with SIP trunks to record calls and seamlessly capture call data, including outside party number, start time and duration. This allows organizations to take advantage of the cost-savings SIP trunking can provide while also leveraging the business benefits of OAISYS call recording solutions.

Coming soon, the next point release of the OAISYS solutions will deliver SMDR/CTI integration, expanding the call data capture capabilities to include details from the communications platform, such as extension participants, in addition to the SIP trunk data. Upon delivery, this enhanced level of integration will provide unprecedented and unrivaled call recording functionality in SIP trunk environments.



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Requirements

- OAISYS Software Version 6.1.x
- One call per SIP trunk at a time (one voice port required per one call on a SIP trunk)
- Network Switch with port mirroring (recommended configuration – 1 or 2 destination ports)
- AudioCodes USB dongle
- AudioCodes HPX license – one per port
- Audio Codes driver 5.2 is required. Link to download:
<ftp://ftp.oaisys.com/pub/downloads/3rdparty/Ai-Logix/5.2/>

Additional Important Information

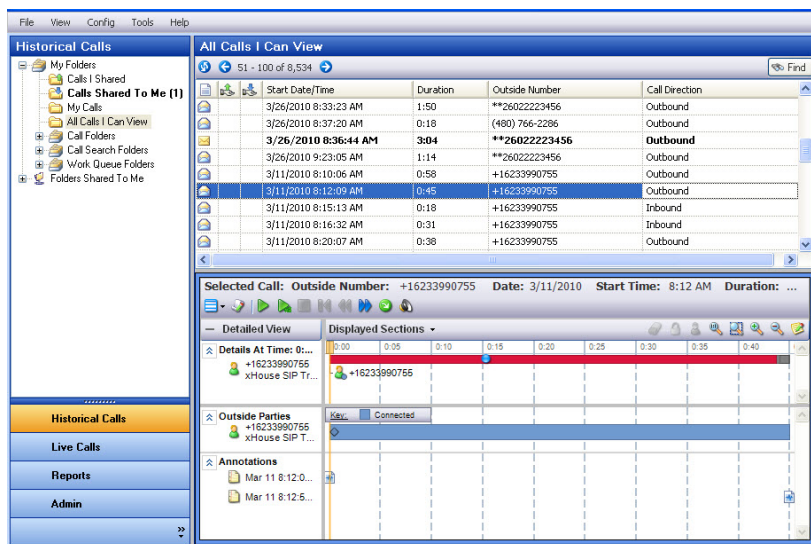
In the 6.1 release, information available to the OAISYS solution when recording SIP trunks includes:

- Start Date and Time
- Call Duration
- Call Direction
- ANI/DNIS (if provided by the service provider)

This information can be used to search for calls and can be used to grant permissions to calls. IC calls or peer to peer calls are NOT recorded when using SIP trunk integration.

There are some limitations when using certain PBX platforms, including:

- One call may be segmented into two or more call recording segments.
- If a call is segmented, the call direction and call duration may not be reliable. For example; if a call is segmented when it is transferred, the call direction may go from outbound to inbound. The call duration will be displayed per call segment.
- The combination of RTP capture and SIP trunk integration is currently not supported (please note: this is a temporary limitation that is currently being addressed and will be resolved in a future beta release).
- There is a known issue on the Mitel 3300 where the auto attendant is not being recorded (please note: this is a temporary limitation that is currently being addressed and will be resolved in a future beta release).



Speech Analytics

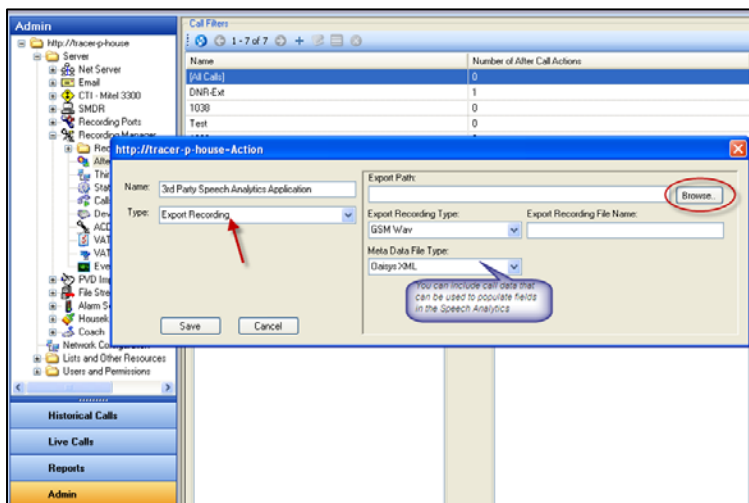
Enterprises are showing greater interest in speech analytics and market awareness has become much broader in the past several years. Similar to call recording, this technology is sometimes viewed as recession-resistant because it can help enterprises achieve their business goals even during tough economic times. However, the price to performance ratio

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has proven to be a barrier to implementation for most companies. In the past few years, improvements have been made as it relates to performance and cost, making this a far more attractive and viable product offering for many organizations.

With the 6.1 release, contact centers can export call recordings based on pre-defined business rules, using criteria such as call duration or agent ID, into best-of-breed speech analytics technology to analyze and isolate calls containing user-definable terms or phrases of significance to management

This is accomplished using a new export feature. With this enhancement, an OAISYS solution administrator has the ability to export the audio from a .pvd file to a gsm .wav file after the call has completed.



By providing a common integration point between the OAISYS call recording software and leading third-party speech analytics platforms, customers enjoy the freedom of choice to select the solution best meeting their unique business requirements.

Requirements

- OAISYS Software Version 6.1.x
- Third-party speech analytics platform (OAISYS has completed interoperability testing with CallMiner, Nexidia and Aurix)

Additional Important Information

The OAISYS solution is responsible for supporting the after call action. Once the audio file is exported to another location separate from the OAISYS recording solution, it is no longer supported by OAISYS.

On-Demand Licensing

Organizations primarily concerned with quality assurance or needing to judiciously monitor telephone handling processes will benefit from on-demand licensing, which enables cost-effective random sampling of communications in accordance with dynamic business conditions. This improved software utilization efficiency combined with Tracer's easy-to-use employee performance evaluations, live and auto call monitoring and reporting tools, delivers a cost-effective, comprehensive quality assurance platform to boost sales, service levels and process adherence. This is particularly useful in telesales, customer service, healthcare, government and financial services contact centers.

On-demand licensing enables OAISYS recording port licenses to be used on a "first come, first served basis." This is useful when a customer wants to record fewer devices at any given time

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than they have total devices on their system. For example, a customer with 300 total extensions may wish to randomly record only 100 extensions at a time—on-demand licensing makes that possible.

Requirements

- OAISYS Software Version 6.1.x (not available with beta build 1)

Additional Important Information

If a call arrives at a recording port that is programmed as “on-demand” and it meets the criteria to be recorded, the OAISYS recording system will check to see if an on-demand license is available. If so, the port will be used to record the call. The on-demand license will continue to be used for this call even if the call is transferred to another device, parked, or put on hold. The port will only be released once the call ends.

Likewise, when a call arrives at a recording port that is programmed as “on-demand” and it meets the criteria to be recorded, but an on-demand license is NOT available, the port will NOT be used to record the call. The OAISYS solution will not make further attempts to acquire an on-demand license for this call. This means that the call or any segment of the call will not be recorded if the *entire* call cannot be recorded. The only exception to this is if a call reaches a device that is programmed with a static recording port. In this event, the call will be recorded, but only from that point onward.

It is also important to note that look back recording is NOT available for on-demand ports.

Multi-Language Support

Contact centers deploying across national boundaries or in markets with agents speaking varied languages will benefit from multi-language support. The 6.1 release includes Spanish and Brazilian Portuguese language packs along with the pre-existing English language pack. These initial language packs will prove especially beneficial to organizations across North, Central and South America, the Caribbean, Spain and Portugal.

Requirements

- OAISYS Software Version 6.1.x (not available with beta build 1)

Additional Enhancements

- **Multi-Node Framework Improvements:** This enhancement simplifies administrative tasks, such as adding a new user, in a multi-node environment. This proves especially beneficial to customers in the enterprise space.
- **Stand Alone PVD Player:** The Stand Alone PVD Player can facilitate the playback of PVD files in a courtroom environment, which helps to preserve the integrity and further support the validity of the recording. In 6.1, exporting historical calls as a PVD for use with the Stand Alone PVD Player is now a simple one step process. In addition, identifying information associated with the call—such as start date and time, outside number, and call duration—is also now included within the Stand Alone PVD Player.
- **Live Calls Interface:** The User Folder no longer includes guest users and includes sort by user functionality. This enhancement is the result of direct user feedback and greatly improves the functionality of the Live Calls interface and Auto Monitor feature, which will prove especially beneficial to contact center managers.

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- **Work Queue Behavior:** This feature has been enhanced to start play back immediately when an evaluation in a work queue pops up. This improvement was also the result of direct user feedback and will simplify and streamline QA Manager and Contact Center Supervisor job responsibilities.