



### Audio Documentation

In today's competitive business environment, most communication still takes place over the telephone, and, unlike e-mail and faxes, hard copies of phone conversations are not always available for reference. OAISSYS Auto Call Record documents phone calls by recording telephone conversations for use in training, evaluation, monitoring, and liability situations. Service-oriented businesses such as banking, telemarketing, insurance and financial companies utilize Auto Call Record to reduce liability by documenting telephone conversations where information is extremely sensitive, opinions or advice is provided, or financial transactions are conducted. Telephone recordings provide valuable tools for evaluation, quality control, and training. Auto Call Record can reduce a company's liability in these instances by being able to provide recordings of phone conversations.

### Digital Call Recording

OAISSYS Auto Call Record intelligently monitors and records phone calls. The system can be programmed to record types of calls (incoming, outgoing, intercom), calls based on the time of day or day of week, and can record a single extension, group of extensions or all extensions. This flexibility ensures that you only record the calls that you want and do not waste time and resources by recording calls that you do not need. OAISSYS Replay allows users to listen to recorded conversations from any computer on the network. Calls can be sorted and filtered by any of Auto Call Record's data, simplifying the search process for a specific call. Recorded calls can be stored as compressed .wav files or in other popular formats and are easily transferred to any storage device such as CD, DVD or DAT (digital audio tape). OAISSYS Net Phone integrates with Auto Call Record giving users the option to manually start and stop recordings from their desktop.

### Sound Investment

Auto Call Record is a valuable investment for a company's communication system. By recording representatives, supervisors can create training programs tailored specifically to their company. New employees can listen to recorded conversations of experienced employees, supervisors can accurately evaluate employees' performance levels, and the company's overall customer service level improves. Auto Call Record improves employee performance, reduces liability, and provides management control over the company's communications.

OAISSYS Auto Call Record's intelligent call recording and playback capabilities make it an important communication tool for telephone training, documentation, and management.





Selected Telephone Conversation



Recorded to OAISYS Server



View and listen to recordings with OAISYS Replay from any networked computer

**Applications:**

- Call Centers
- Help Desks
- Sales
- Technical Support

**Functions:**

- Training
- Evaluation
- Reference
- Storage

*\* Certain applications utilizing OAISYS Auto Call Record require additional OAISYS software modules including Voice Assistant and Net Phone.*

**Features**

**Functions**

**Benefits**

Digital Call Recording	Records calls in compressed digital format	Easy transfer and storage without reducing sound quality
OAISYS Replay	Sort and play back recorded calls from any computer on the network	Convenience and flexibility to listen to recordings from various locations
Flexible Storage	Easily transfer call recordings from the OAISYS server to CD, DVD or DAT	Store recordings on a variety of media suitable for any application
Selective Recordings	Record specific extensions, groups of extensions or all extensions	
Random Recordings	Set random recording parameters such as a percentage of each extension's calls	Flexible recording parameters allows you to record only the telephone conversations you want
Recording Triggers	Record calls based on direction (incoming/outgoing), type (outside/intercom), or account code	
OAISYS Integration:		
● Voice Assistant	Record calls to the OAISYS server	Integrations increases functionality of each application; improving customer service, increasing employee efficiency, decreasing staffing requirements and improving a company's bottom line.
● Net Phone	Initiate and terminate call recordings from Net Phone's interface	