



Latest OAISYS Call Recording Software Introduces Public Safety, SIP Recording Enhancements

Talkument and Tracer Solutions Earn Praise from Industry Professionals

TEMPE, Ariz., October 5, 2010 —[OAISYS](#)[®], a leader in business call recording and contact center management solutions, today announced the immediate availability of version 6.2 of its [Talkument](#) and [Tracer](#) software. Version 6.2 delivers new enhancements for public safety agencies, contact centers and organizations leveraging SIP (Session Initiation Protocol) technology. Tracer and Talkument are compatible with leading business communications systems, including those from Avaya, Mitel, ShoreTel, Toshiba and others.

“Public safety agencies demand a technology infrastructure that can reliably support the mission-critical communications they handle daily. Ensuring people, processes and technology are suitably equipped to manage these interactions can literally mean the difference between life or death,” said Sean Miller, regional sales manager for Travis Voice and Data, a long-time OAISYS reseller based in Oklahoma with extensive experience supporting public safety sector communications needs. “OAISYS has made some exciting enhancements to its Tracer call recording software, and we know the public safety organizations we regularly serve will find this latest feature functionality to be very useful in addressing their unique communications requirements.”

Specific public safety-related features delivered in version 6.2 of the Tracer solution include:

- **Incident Reconstruction:** Multi-channel playback enables the user to play up to eight recordings simultaneously. This feature is useful for public safety and contact center customers, which routinely receive multiple calls about the same event. Communications and dispatch centers can replay these related calls from within a single user interface as they occurred in real time. Each recording has variable speed control, allowing the audio to be played back more slowly than normal, in addition to volume and balance controls, to help facilitate capture of key information.
- **Portable Incident Replay:** A stand-alone player, which enables convenient replay of recordings in the field or in a courtroom, has been enhanced to also include incident reconstruction functionality. The player provides a graphical timeline and a full set of playback controls, including variable speed, balance and volume.

OAISYS will be demonstrating these latest features alongside Travis Voice and Data at the upcoming 2010 Oklahoma Public Safety Conference. The event, being held October 19 and 20 at the Embassy Suites Hotel and Conference Center in Norman, Oklahoma, is sponsored by the Oklahoma chapters of the Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA).

Also introduced in version 6.2 of Talkument and Tracer is enhanced integration capability for directly recording SIP Trunks. This latest feature, called OAISYS SMDR Matching Logic, allows Talkument and Tracer to associate extension information and account codes to a call once it is completed. Previously, businesses needing to record entire calls using SIP Trunks had no available solution to limit recording to select telephones or calls as assigned by user input, tightly control access rights or search for recordings based on the telephone user or user input. This feature is currently available with the Mitel 3300 IP Communications Platform (ICP), Mitel 5000 Communications Platform (CP) and the Toshiba Strata CIX IP business telephone systems.

“Our research has shown that SIP can deliver significant cost savings to contact centers. However, these organizations are heavily focused on managing the quality of their agent interactions, and the limitations of existing call recording solutions to integrate with SIP Trunks could force contact center management to make unwelcome sacrifices in this area,” said Dick Bucci, analyst, Pelorus Associates. “OAISYS has taken a very innovative and proactive approach to addressing this dilemma facing contact centers with their 6.2 release.”

"The SIP enhancements OAISYS has developed in version 6.2 enable us to provide our customers with best-of-breed call recording and interaction management solutions that seamlessly integrate with SIP Trunks," said Richard McCarthy, director of research and development for Bistech, an OAISYS reseller located in the United Kingdom. "Now, companies can enjoy the improved infrastructure and administration efficiencies, as well as cost savings, associated with a SIP-based environment while also effectively meeting their quality assurance and call monitoring requirements."

OAISYS will be showcasing version 6.2 during its appearance at the 2010 Convergence Summit South event, the UK's largest channel event, bringing together leading voice and data resellers with major convergence suppliers. The event is being held October 5 and 6, 2010, in Surrey Hall at Sandown Park Racecourse in Esher, Surrey. OAISYS will be located at Stand Number 27.

"We are thrilled to continue our rapid pace of innovation and delivery of tangible value to our customers," said Brian Spencer, president of OAISYS. "This 6.2 release shows our insightful understanding of the challenges faced by businesses and our proven ability to apply practical solutions that fit with the way people already work. Our unique applications should be considered by businesses looking to gain a competitive advantage through effective communications."

About Talkument:

Talkument personal voice documentation and collaboration software utilizes patent-pending OAISYS Portable Voice Document (PVD™) technology to create digital media documents from business telephone calls, making them available to organize, retrieve, play back, annotate and share as needed. It provides company-wide control over risk management, quality assurance, customer retention, dispute resolution and other critical business concerns.

About Tracer:

Tracer is the industry's leading call recording solution for contact centers. Tracer also leverages OAISYS PVD technology paired with advanced contact center management features, including customizable employee performance evaluations, live and auto call monitoring, quality and resource utilization reporting and synchronized desktop video recording capabilities.

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

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