



OAISYS

innovation

OAISYS is a leading developer of call recording and contact center management software applications. Its solutions are ideally suited to meet the compliance and quality monitoring needs of SME and midmarket businesses, as well as embedded workgroups or contact centers in the enterprise space.

The award-winning OAISYS Talkument voice compliance and Tracer quality monitoring applications help businesses mitigate risk and enhance customer service by digitally capturing phone-based interactions for simple retrieval, playback and management. OAISYS solutions are compatible with leading business communications systems, including the Avaya IP Office and Avaya Aura® Communication Manager platforms, as well as SIP-based communications services.

OAISYS is headquartered in Tempe, Ariz. OAISYS Ltd. is located in Cambridge, England.

Offers

Talkument

- **Compliant with:** Avaya IP Office, Avaya Aura Communication Manager and Avaya Aura® Application Enablement Services
- **Offer Solution Category:** Quality Monitoring & Management, Reporting & Analytics, Screen Capture/Screen Pop, Call Recording – UC, Call/Contact Center, Call Recording – Contact Center
- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality, Legal Services, Insurance, Manufacturing, Automotive Dealerships

The OAISYS Talkument software application leverages call recording to solve two meaningful and distinct business needs. Talkument uses patented OAISYS Portable Voice Document (PVD) technology to automatically and transparently record targeted conversations and capture all available descriptive data from external systems, such as telecom networks, business applications and user interaction.

Member presence in North America, EMEA, APAC and CALA.

For more information, visit www.oaisys.com or contact:

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Talkument's simple and intuitive user experience makes retrieving, reviewing and securely sharing voice documents both easy and efficient. Talkument speech search functionality is based on the same technology that powers Avaya Speech Analytics for rapid identification of voice files based on spoken phrases, in addition to descriptive data. Users can highlight portions of voice conversations, add text notes and securely share the entire file or only highlighted segments. Talkument provides a true solution for addressing common compliance requirements and improving internal communications through easy, accurate and reliable information transfer.

Tracer

- **Compliant with:** Avaya IP Office, Avaya Aura Communication Manager and Avaya Aura Application Enablement Services
- **Offer Solution Category:** Quality Monitoring & Management, Reporting & Analytics, Screen Capture/Screen Pop, Call Recording – UC, Call/Contact Center, Call Recording – Contact Center, Workforce Optimization
- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality, Legal Services, Insurance, Manufacturing, Automotive Dealerships

OAISYS Tracer is a contact center application used in conjunction with the Talkument voice documentation software. Tracer provides formal contact center quality management capabilities, including live call monitoring, coaching, evaluations, reporting and desktop video monitoring. Since Tracer is layered on top of the Talkument application, it is the only true contact center quality monitoring solution offered on a single software server that also fulfills compliance requirements. Tracer helps eliminate the unnecessary cost and complexity of multiple servers or contact center application licenses.

Success Story

PFSweb, Inc.

Member product/service: OAISYS Tracer

Associated Avaya products: Avaya Aura Communication Manager and Avaya Aura Application Enablement Services

Challenge:

Founded as Priority Fulfillment Services in 1991, PFSweb provides its clients with worldwide distribution, call center and back-office services. The company issued an IPO in December 1999 and today remains one of the few public companies in this sector. With approximately 1,500 employees on three continents, PFSweb is a leading global one-stop-shop partner for international e-commerce initiatives. Its European contact center has more than 30 agents covering six languages for 18 corporate clients. The center handles more than 19,000 customer calls and 19,000 emails per month.

PFSweb's European director of client services, Gillian Townley, identified a need to record contact center calls to monitor quality and ensure brand consistency for the company and the corporate clients that rely on PFSweb agents to represent their brands. There were no tools in place to record or monitor calls, so the company was relying on the contact center agents themselves to adhere to processes and branding guidelines. Townley's objective was to improve the quality of customer service, improve brand representation, use historical call recordings for training purposes, and share recordings and reports with corporate clients.

From a compliance standpoint, PFSweb required a call recording solution that would verify its agents were not storing personal customer data and were following all certification rules. Dispute resolution was also important. The ability to quickly find and share call recordings to solve issues was paramount.

Townley investigated call recording solutions used by other companies to determine the features and functionality needed for PFSweb's contact center. She and the contact center manager viewed product demos from four different solution providers. "Quite quickly," said Townley, "we knew that OAISYS Tracer was the right choice for us."

Solution:

Easy and intuitive for the agents to use, OAISYS Tracer makes accessing and retrieving call recordings simple and efficient. In addition to capturing the call audio, Tracer is enabled to record and view live agent desktop screen activity.

Transparency with its corporate customers is a key objective, one that Tracer helps PFSweb achieve with ease. Tracer is set up as a shared contact center, which enables PFSweb's corporate clients to access and listen to call recordings helping ensure that their brands are being accurately represented.

Using Tracer, PFSweb records 100 percent of calls and filters a select percentage into the work queue folders. This filtering allows the contact center manager to score a relevant number of calls per agent per month, depending on the contract. These calls and scorecards are discussed on monthly calls with corporate clients to help ensure that PFSweb's agents are providing the high level of branded service expected.

Value:

Tracer has empowered PFSweb to provide its corporate clients with a transparent and complete overview of how their brands are being represented in the PFSweb contact center. Having the recordings and being able to easily monitor and share them also helps the contact center manager quickly identify communication issues, provide feedback on both exemplary and problem calls, and improve training for new and existing agents.

Tracer has also given executives a better understanding of the pressures their agents face when handling aggressive or abusive customer calls. Using Tracer's Chat function, the agent can immediately alert their supervisor while still on the call. Having the Chat function has allowed agents to get help before the issue escalates, without alerting the caller.

Additionally, listening to their own calls has helped agents self assess their performance and identify areas where they shine or need improvement.

According to Townley, "OAISYS Tracer is an affordable, intuitive call recording solution that has made a big impact on the way PFSweb's agents represent clients, and has enabled PFSweb to deliver proven results to its corporate clients."

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