Unlock the Full Potential of Business Communications

Any organization that regularly engages by phone with customers, clients, colleagues or suppliers stands to gain from having greater insight and understanding into these interactions that help drive their everyday business operations. The ability to quickly retrieve important information contained within phone-based exchanges can help resolve disputes, minimize liability risk, improve customer service and safeguard company revenues. OAISYS provides simple to buy, easy-to-use and highly affordable call recording and interaction management solutions that make it easy for any company to fully leverage the power of their internal and external communications.
Talkument: The Leader in Voice Documentation

Talkument, the voice documentation solution from OAISYS, does for phone calls what the advent of e-mail did for letters and memos, providing similar benefits to collaboration, productivity and accuracy. Talkument captures digital recordings, or voice documents, of authorized users’ phone-based conversations using patent-pending OAISYS Portable Voice Document (PVD™) technology. Conversations are captured in their entirety and can be easily and securely shared with other authorized users to facilitate improved collaboration.

Redefining Business Documentation

In the past, the practice of recording calls was predominantly reserved for the contact center. In today’s world, every phone-based interaction across the enterprise has the potential to exert a positive or harmful effect on overall business performance. Customer retention has become more important than ever, and the demand for business transparency and accountability has also increased. Recording calls is only part of the equation; an effective means of reviewing, analyzing and disseminating the information contained within those calls is the other component. Talkument is the solution.

With Talkument, conversations are centrally documented through call recording and made available to store, organize, playback, annotate and share with others. Phone calls and the information they contain become searchable, sharable content, similar to e-mail. Users can insert text annotations to further explain and clarify verbal content, or to respond to a specific question within the voice document. The instinctively familiar Microsoft Outlook®-style user interface makes call recording storage, search and retrieval simple and efficient. Playback via encrypted media file streaming provides an enhanced level of security, enabling organizations to retain full control of their recordings.

Creating a Knowledge Repository

As a personal voice documentation and collaboration solution, Talkument addresses the gap between real-time communications and knowledge sharing—an invaluable ability in a new business world where efficient communication of knowledge has become equally important to its creation.

Now, telephone conversations no longer disappear as they occur, leaving just a few lines of ink on a notepad to retain the important details at completion. With Talkument, a voice document and the wealth of business information it contains are available to reference when needed most.
Tracer: Professional Interaction Management

Tracer, the contact center management solution from OAIYSYS, adds advanced quality assurance, personnel development and reporting tools to the core PVD technology, all tightly bundled into one comprehensive system. Every Tracer solution deployment includes an unlimited user license for Talkument. While other products attempt to address the needs of only the contact center, organizations deploying Tracer can dramatically improve operations across all facets of their enterprise.

Addressing Sophisticated Recording Needs
Tracer is engineered to support sophisticated, enterprise-class recording needs, operating either trunk-side or station-side and delivering data link integration with the business communications system. Tracer provides unlimited user access to search and playback call recordings based on extensive permissions criteria, including DNIS, agent ID, ANI, call duration, call direction and much more. Tracer VOX recording integration addresses the needs of businesses engaged in radio communications, including dispatch facilities, transportation networks, 9-1-1 centers and other public safety organizations.

Quality Assurance and Workforce Optimization
Tracer empowers managers, supervisors and agents with a variety of contact center quality assurance and workforce optimization tools to help monitor, analyze and enhance individual and group performance. With Tracer, the entire organization can benefit from powerful real-time and historical perspective on the interactions occurring within their business. This translates to enhanced employee performance, a better understanding of customer service issues and improved business processes. Some of the advanced feature functionality offered by Tracer includes:

Agent Desktop Client
Agents can view relevant information about a call in progress, start and stop recording with the appropriately assigned permissions and request coaching assistance if needed. An integrated Call Tagging interface for adding text notes or category assignments in real-time is included, and agent-added tags can be viewed within the voice document and used as search criteria for easy retrieval.

Live Call Monitor
Integrated live call monitoring allows users to connect to one or more Tracer systems to easily and efficiently monitor agent interactions in real-time. Calls occurring across all nodes of the enterprise voice network, such as those handled in a remote or branch office, can be easily monitored.

Auto Call Monitor
Tracer’s auto call monitoring feature provides real-time automatic live monitoring of calls meeting business rules 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.

Live Annotations and Coaching
Text annotations can be added directly to calls during live monitoring, capturing management observations in real-time. Integrated instant messaging lets supervisors coach agents directly and unobtrusively, and all annotations and coaching sessions are logged in context with the voice recording.

Quality Control Evaluations
QA personnel can evaluate calls live while they are in progress, and evaluations can contain an unlimited number of questions. Employees can listen to and evaluate their own performance; managers and supervisors can more effectively and consistently gauge agent performance; and training and process changes can be implemented to help improve overall service levels.

Desktop Screen Recording
Capturing an agent’s on-screen view in synchronization with the voice recording, this optional feature helps to further promote excellent customer service, improved employee productivity and overall process efficiency.
Robust Solutions for Any Environment

OAIYS provides the most complete range of options available for integrating with Mitel’s line of communications platforms, delivering the unique combination of call recording functionality and resource efficiency customers require. OAIYS collaborates closely with Mitel to deliver best-of-breed call recording and interaction management solutions, and is a Gold Preferred Member of the Mitel Solutions Alliance (MSA), a comprehensive program enabling third-party partners to successfully create products and services that integrate and/or interoperate with Mitel’s core business communications portfolio.

OAIYS solutions integrate via Mitel MiTAl with the Mitel 3300 IP Communications Platform (ICP) and OAI CTI with the Mitel 5000 Communications Platform for call control and provide audio connectivity via the Mitel Secure Recording Connector (SRC) as well as through trunk taps, digital station taps and IP monitoring. OAIYS Talkument and Tracer have received Mitel-Approved Test (MAT) Certification on the 3300 ICP via the SRC interface, ensuring the safe and reliable capture of Mitel encrypted voice streams, without compromising the security, reliability or resiliency of the platform. Additionally, OAIYS products also integrate tightly with the Mitel Customer Interaction Solutions portfolio, including the Contact Center Management (CCM) and Customer Service Manager (CSM) applications.

The full range of integrated solutions is supported across Mitel’s line of communications platforms; ensuring businesses obtain the most effective deployment regardless of configuration choice. Today’s business environment requires peak efficiency and quality customer service, and OAIYS offers Mitel customers award-winning solutions that reliably and affordably address their call recording, monitoring, evaluating and reporting needs to help achieve these goals.

To find out more about OAIYS, Tracer and Talkument, please visit our website at www.oaisys.com.