OAISYS Honored With TMC’s CUSTOMER Magazine 2012 Product of the Year Award

Tracer Quality Monitoring Solution With Mobile Recall Application Honored for Exceptional Innovation

TEMPE, Ariz., Jan. 30, 2013 — OAISYS®, a leader in business call recording and contact center management solutions, today announced that TMC, a global, integrated media company, has named OAISYS’ Tracer with Mobile Recall as a CUSTOMER Magazine 2012 Product of the Year Award winner. The 15th Annual Product of the Year Award winners list was published in the January/February 2013 issue of CUSTOMER magazine, www.customerzone360.com.

“We at OAISYS are honored to have the pairing of our Tracer quality monitoring solution and Mobile Recall application win a CUSTOMER Magazine 2012 Product of the Year Award,” said Brian Spencer, OAISYS president. “We built Mobile Recall in direct response to our customers’ need to take their call recordings with them. With Mobile Recall, we have optimized our users’ ‘bring your own device’ experience for accessing recordings using virtually any mobile device.”

“OAISYS was selected to receive a 2012 Product of the Year Award for its achievement in advancing customer experience management technologies. Tracer with Mobile Recall has demonstrated excellence as well as provided ROI for the companies that use it,” said Rich Tehrani, CEO, TMC.

Mobile Recall enables Web-based access to key functionality offered by the industry-leading OAISYS Talkument® and Tracer software solutions. Built on an HTML5 framework, Mobile Recall is specifically engineered to support mobile Web access to call recordings, delivering a rich user experience that requires no software download or installation on the access device. It provides search and playback functions, empowering the user to view desired interaction metadata, such as notes or transaction references, with the extreme simplicity demanded when mobile.

With Mobile Recall, from any browser-enabled device individuals can:

- Run ad-hoc searches for one or more recorded calls;
- Save routine searches for instant access anytime;
- Drill down from a list to specific recordings using a multitude of criteria;
- View informative business data related to the interaction; and
- Play recordings.

About TMC’s CUSTOMER Magazine

TMC’s CUSTOMER magazine premiered in September 2012 and is the industry’s new, definitive source for news, product information, and strategies for communications that engage customers and potential customers. Each issue of CUSTOMER includes news and insights on the latest developments in agent
training, analytics, ERP, IVR, social CRM solutions, mobile apps, workforce management and more. Please visit www.customerzone360.com for more information.

About TMC

TMC is a global, integrated media company that helps clients build communities in print, in person and online. TMC publishes multiple magazines including CUSTOMER, INTERNET TELEPHONY, M2M Evolution and Cloud Computing. TMCnet is read by more than 1.5 million unique visitors each month, and is the leading source of news and articles for the communications and technology industries. TMC is also the producer of ITEXPO, the world’s leading B2B communications event, as well as industry events: M2M Evolution; Cloud4SMB Expo; DevCon5; HTML5 Summit; Super Wi-Fi Summit, CVx; AstriCon; StartupCamp, and more. Visit TMC Events for a complete listing and further information.

For more information about TMC, visit www.tmcnet.com.

About OAISYS

OAISYS® 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 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 system providers, as well as SIP-based communications services. OAISYS is headquartered in Tempe, Ariz. OAISYS Limited is located in Cambridge, England. For more information please visit www.oaisys.com.

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