Talkument®
The Leader in Voice Documentation

TALKUMENT NAVIGATOR

CALL RECORDING FOR LIABILITY RISK AND COMPLIANCE MANAGEMENT

Many organizations are interested in deploying call recording technology to specifically address liability risk and compliance management concerns. For those businesses, ease-of-use, simplicity and reliability are key requirements. They must be able to quickly and easily locate specific calls in the event they are needed. OAISYS solutions help companies address all of their important call recording needs:

- **Compliance:** Various regulatory bodies require recorded documentation of transactions occurring via telephone, as with telesales and the Telemarketing Sales Rule (TSR); financial transactions including account transfers, loan origination, securities/commodities trading; utilities account management; local government requirements for public safety organizations and several others. The absence of even a single recording can subject a business to potential risk and possible legal or financial penalties.
- **Liability:** As with compliance, capture of every call may be the ideal, but perhaps without a legal mandate requiring that to be the case. Recordings of telephone conversations can be used to effectively reduce the risks and ramifications of miscommunication. Examples may include improperly filed insurance claims, business to business purchasing, perishable goods orders, personnel recruiting and billing verifications.
- **Business Documentation:** Businesses regularly document every form of electronic and paper communications, investing significant time and money in storage, document management and digital imaging technologies. Yet verbal communications still include some of the most sensitive, urgent and precise information shared. A recorded account of a voice transaction can serve as a "verbal contract." Examples can include cable and telecom provider service change calls and trading and banking call transactions.
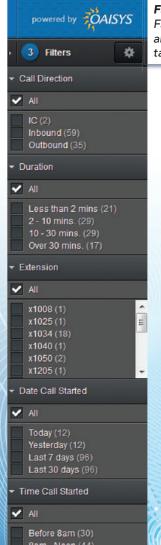
The Talkument® voice documentation solution does for phone calls what the advent of e-mail did for letters and memos, providing similar benefits to collaboration, productivity and accuracy, while also supporting common compliance requirements. Talkument captures digital recordings of phone-based conversations via its patented 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 and information transfer.
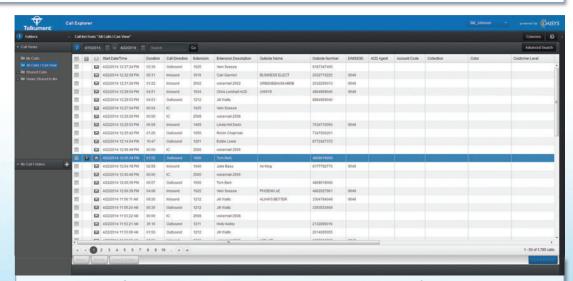
BUSINESS DOCUMENTATION REVOLUTIONIZED

Using Talkument, an individual's voice conversations are centrally documented through call recording and made available to store, organize, play back, annotate and share with others. Phone-based interactions and the information they contain become searchable, sharable content, similar to e-mail. When a voice document is shared, the recipient is notified and given a secure link to the recording, rather than a copy of the file itself. Users can add text annotations to further explain and clarify verbal content, or to respond to a specific question raised within the context of the call. In support of privacy and security concerns, shared content can be set to expire and further restrictions can also be applied.

Talkument Navigator, OAISYS' next-generation, Web-based application interface, is purpose-built to meet compliance recording and business voice documentation needs across the organization, providing easy, reliable and secure capture, management and retrieval of phone-based interactions. Talkument Navigator leverages the latest Web-based technologies to support 100 percent browser-based application access, cross-platform compatibility, state-of-the-art search functionality and a modern look and feel optimized for usability.

Faceted Navigation: *Users can easily search, navigate and refine their way to a desired call recording. Faceted metadata associated with a call supports dynamic filtering and summarization of search results, allowing users to quickly and easily narrow to a select subset of recordings, ultimately making retrieval of a targeted interaction more intuitive and efficient.*

Secure Web Interface: *The Talkument Navigator modern Web 2.0 interface is easy to deploy and use, delivering secure file access via a Web browser from anywhere using a wide array of devices, and without the need for local software distribution and installation.*

Call Visualization: *OAISYS call visualization functionality, which provides a graphical representation of all activity that occurred throughout the life of a call, is further enhanced with the addition of an audio oscillogram. This feature enables easy visual identification of key interaction events, such as extended periods of silence or elevated speech volumes.*

To learn more about OAISYS, Talkument and Tracer, please visit www.oaisys.com or call 888.496.9040.

OAISYS®
Documenting the Voice of Your Business