OAISYS Talkument®
Product Fact Sheet

The Right Choice for Call Recording

Talkument Overview:

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, playback, annotate and share as needed. It provides company -wide control over risk management, quality assurance, customer retention, dispute resolution and other critical business concerns.

Talkument®
The Leader in Voice Documentation

System Compatibility:

Tracer is compatible with business communication systems from:

- Avaya
- Mitel
- Toshiba
- ShoreTel
- And many other standards-based IP and legacy TDM systems

Application Compatibility:

A free, Web Services Application Programming Interface (API) is included with Talkument, enabling integrations with commonly used business applications including:

- Microsoft Outlook
- Salesforce.com
- Microsoft Dynamics CRM
- Microsoft SharePoint

Features & Benefits:

The Talkument personal voice documentation and collaboration solution allows knowledge workers throughout the organization to leverage call recordings in support of business documentation, dispute resolution, litigation defense, project management and other important business considerations. Talkument delivers a highly-affordable, easy-to-use and feature-rich call recording solution, its features and benefits include:

- **Secure Call Recording Reviewing and Sharing:** Patent-pending OAISYS Portable Voice Document (PVD™) technology provides a secure means of reviewing, sharing and adding notes to call recordings.

- **Intuitive, Easy-to-Navigate User Interface:** Talkument's intuitive user interface with call visualization displays all activity that occurred during a call and the Outlook©-style folder structure streamlines recording organization and retrieval.

- **Highlighting and Annotation Functionality:** Ability to highlight and annotate select portions of a call recording streamlines sharing and collaboration.

- **Selective Call Recording:** Only desired extensions are monitored, dispelling employee apprehension and adequately addressing any unique privacy protection concerns.

- **Flexible Connectivity Options:** Connect via IP station side, trunk side, digital station side and VOX recording.

- **Active Directory Integration:** This feature creates a single point of administration, allowing Talkument to retrieve user account credentials and groups from Active Directory.

- **Microsoft .NET Framework:** One-click installation and upgrade technology for faster, simpler deployment.

- **Unlimited User Licensing:** An unlimited user license for Talkument is included with every OAISYS call recording system.

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Deployment Flexibility & Scalability:

OAISYS provides a wide range of options for deploying its software solutions, enabling organizations to choose the approach that best meets their unique business requirements. Options include:

- **Integrated Hardware and Software Solution:** Talkument software is provided via a turn-key, fully-integrated hardware platform. The OAISYS Recording Appliance is a single, rack-mountable 1U platform capable of interfacing with up to two digital trunk circuits or up to 100 IP endpoints. It can support up to 56,000 hours of recording storage.

- **Software-Only Solution:** Talkument software can be delivered on a per-port, per-application basis to address IP recording needs. Customers can deploy the software via a hardware platform of their choosing that meets OAISYS suggested minimum requirements.

- **Virtualization:** The flexibility and affordability of OAISYS Talkument and Tracer solutions is further supported by their VMware Ready-certified ability to interoperate seamlessly within a virtual infrastructure. Virtualization enables organizations to maximize their existing infrastructure resources and reduce datacenter costs, improve business continuity and gain operational flexibility to meet changing business needs.

Markets/Industries Served:

- Small-to Medium-sized Businesses
- Healthcare
- Financial Services
- Insurance
- Legal Services
- Manufacturing

Awards:

- 2010 and 2009 TMC Product of the Year Awards
- 2010 TMC Labs Innovation Award
- 2010 TMC IP Contact Center Technology Pioneer Award
- 2010 TMC CRM Excellence Award

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 systems, including those from 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, Arizona, and OAISYS Limited is located in Cambridge, England.

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