



OAISYS Tracer Wins 2013 CRM Excellence Award From *CUSTOMER* Magazine

TEMPE, Ariz., May 8, 2013 — [OAISYS®](#), a leading provider of business call recording and contact center management solutions, today announced that its [Tracer](#) call recording solution has won a 2013 CRM Excellence Award from [TMC](#), a global, integrated media company, as presented by [CUSTOMER](#) magazine. The 2013 CRM Excellence Award winners can be found in the May issue of [CUSTOMER](#) magazine.

“The 14th Annual CRM Excellence Awards has recognized OAISYS for being a true CRM partner to its customers and clients,” said [Rich Tehrani](#), TMC’s CEO and Group editor-in-chief. “OAISYS has demonstrated to the editors of *CUSTOMER* magazine that Tracer improves the processes of their clients’ businesses by streamlining and facilitating the flow of information.”

The CRM Excellence Awards rely on facts and statistics demonstrating the improvements that the winner’s product has made in a client’s business. Winners were chosen on the basis of their product or service’s ability to help extend and expand the customer relationship to become all encompassing, covering the entire enterprise and the entire lifetime of the customer.

“OAISYS is honored to receive a 2013 CRM Excellence Award,” said Brian Spencer, president of OAISYS. “Tracer is the industry’s leading call recording solution for contact centers, providing users with easy, reliable and cost-effective quality and compliance management feature functionality.”

Tracer leverages patented OAISYS Portable Voice Document (PVD™) technology paired with advanced contact center management features, including customizable employee performance evaluations, real-time coaching, live and automatic call monitoring, quality and resource utilization reporting and synchronized desktop video recording and monitoring capabilities.

In addition to its complete suite of quality assurance, evaluation and eLearning tools, the Tracer solution also offers speech search capabilities, which enable query of recordings by spoken phrase. This optional feature is especially beneficial for contact centers confronted with ever-increasing compliance requirements as well as eDiscovery challenges.

Tracer software is supported by a versatile array of OAISYS deployment, user access and pricing options, including [on-premises](#), [pure cloud](#) and [hybrid cloud](#), as well as support for [mobile access](#) across a wide range of devices.

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 as many as 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. OAISYS voice compliance and quality monitoring applications help businesses mitigate risk and enhance customer service by digitally capturing phone-based interactions for simple retrieval, playback and management. 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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