



# What's New?

## Version 7.1

### Features and Benefits

- ◆ Live Screen Monitor
- ◆ Caller Location Driven Map
- ◆ Keyless Licensing

### LIVE SCREEN MONITOR

This feature allows users to view live screen recording. In the Live Calls application, users with permissions enabled for audio can also view the Live Desktop Activity of an agent while the call is in progress.

The screenshot displays the OAISYS Tracer Management Studio interface. The main window is titled "OAISYS Tracer Management Studio - Logged in as linda". It features a menu bar (File, View, Config, Help) and a sidebar on the left with a tree view for "Live Calls" (All Calls (6), Calls by User, Calls by Category). The main area is divided into two panes: "All Calls" and "Call Active".

The "All Calls" pane contains a table with the following data:

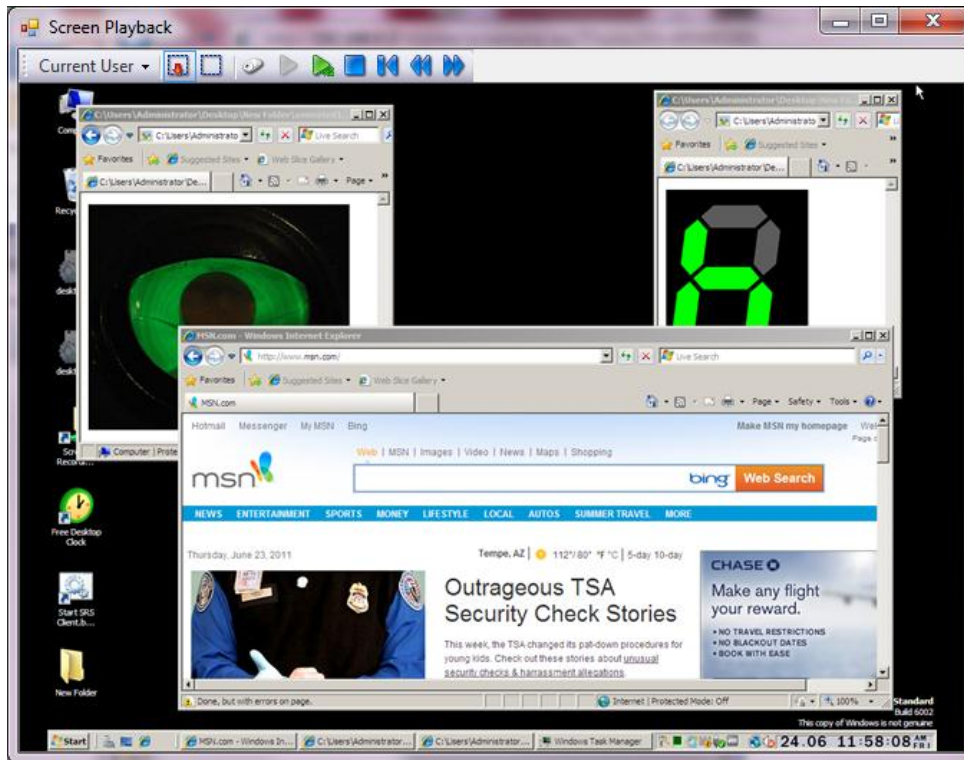
Start Date/Time	Channel State	Extension	Outside Number	Outside Name	Account Code	Direction
6/24/2011 11:58:02 AM	Recording	3049				Unknown
6/24/2011 11:58:00 AM	Recording	3048				Unknown
6/24/2011 11:58:14 AM	Recording	2505				Inbound
6/24/2011 11:52:15 AM	Recording	1541:1041	(919) 247-2201	FILSINGER DANIE		Inbound
6/24/2011 11:11:57 AM	Recording	1514	(336) 768-1680	ALADDIN TRAVEL		Inbound
6/24/2011 10:01:30 AM	Recording	1204	(800) 746-4352			Outbound

The "Call Active" pane shows details for an active call: "Call Active: Ext: 3048 Outside Number: Unknown Start: 11:58:00 AM". It includes playback controls (Listen Live, Show Video), a "Detailed View" section with a timeline (0:00 to 1:00) and a "Coaching Conversation" section with a "Coach" button. At the bottom, there is an "Evaluations" table:

Evaluation Title	Grader	Employee Ext	Employee Description	Final Score	Status	Date Completed
Eval - All Calls -1	linda	x3048	SRUser1 (x3048)	-	Not Started	-
Call Center CS - Ra...	linda	x3048	SRUser1 (x3048)	-	Not Started	-



## Live Desktop Activity



## Requirements

OAISYS Software Version 7.1

OAISYS Screen Recording Server

## KEYLESS LICENSING

OAISYS adds support for keyless licensing with this release. The keyless licensing will allow automatic systems registration. Additional licenses can be purchased and applied through the software.

## Requirements

OAISYS Software Version 7.1

Internet connection on the OAISYS Server is required



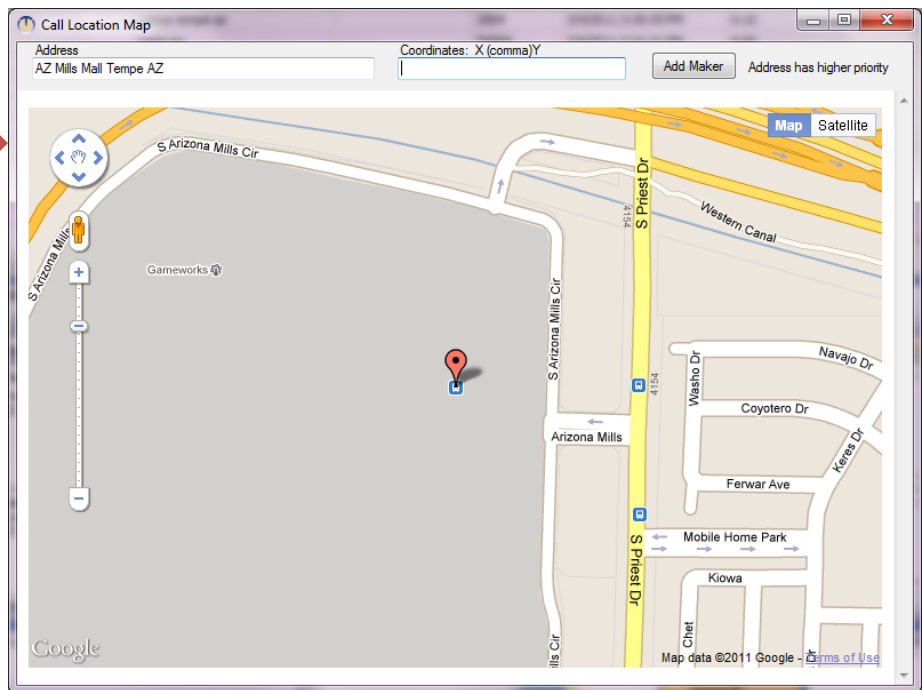
## CALLER LOCATION DRIVEN MAP

The user can display a map showing a caller's location based on the caller's physical address or the longitude/latitude coordinate information. The physical address or the longitude/latitude coordinate information can be entered in the OAISYS system in several ways:

- ◆ Through ALI integration with a 911 system
- ◆ Through the OAISYS API
- ◆ By a user entering the information through the Desktop Client application
- ◆ Through call columns in the Management Studio

JoeEnumTest1	Address	Coordinates	Extension	Start Date/Time	Duration	Outside Nun
	oaisys tempe az		2504	3/4/2011 3:30:55 PM	0:10	(216) 244-3
	mesa az		T9204	3/4/2011 3:31:31 PM	0:00	
	mesa az	0,0	1514	5/27/2011 10:55:41 AM	18:58	(336) 479-6
	<b>AZ Mills Mall Tempe AZ</b>	<b>33.383723,-111.9...</b>	<b>T9201</b>	<b>3/4/2011 3:19:41 PM</b>	<b>0:47</b>	<b>(972) 786-</b>
	AZ Mills Mall Tempe AZ		T9223	3/6/2011 10:09:31 AM	0:58	(602) 200-4
	<b>7965 South Priest Drive Sul...</b>	<b>33.383723,-111.9...</b>	<b>3049</b>	<b>5/26/2011 3:39:05 PM</b>	<b>2:05</b>	
	7965 S Proest Dr Tempe, AZ 85...		1030	4/28/2011 12:57:50 PM	0:07	(480) 222-3
	<b>7965 S Priest Dr Tempe, AZ</b>		<b>3048</b>	<b>6/3/2011 12:57:52 PM</b>	<b>2:05</b>	
	4420 e rocky slope dr phoenix az		1513	3/4/2011 4:29:43 PM	18:21	(808) 935-1
	4420 e rocky slope dr phoenix az		1513	3/4/2011 4:29:43 PM	18:21	(808) 935-1
	30,35		1030	5/2/2011 1:35:09 PM	0:32	(480) 222-3

Selected Call: Outside Number: (602) 200-4251 Date: 3/6/2011 Start Time: 10:09 AM Duration: 0:58



## Requirements

OAISYS Software Version 7.1