



# What's New?

## Version 7.2

### Features and Benefits

- ◆ Call Slicing
- ◆ Call Redacting
- ◆ Call Merging

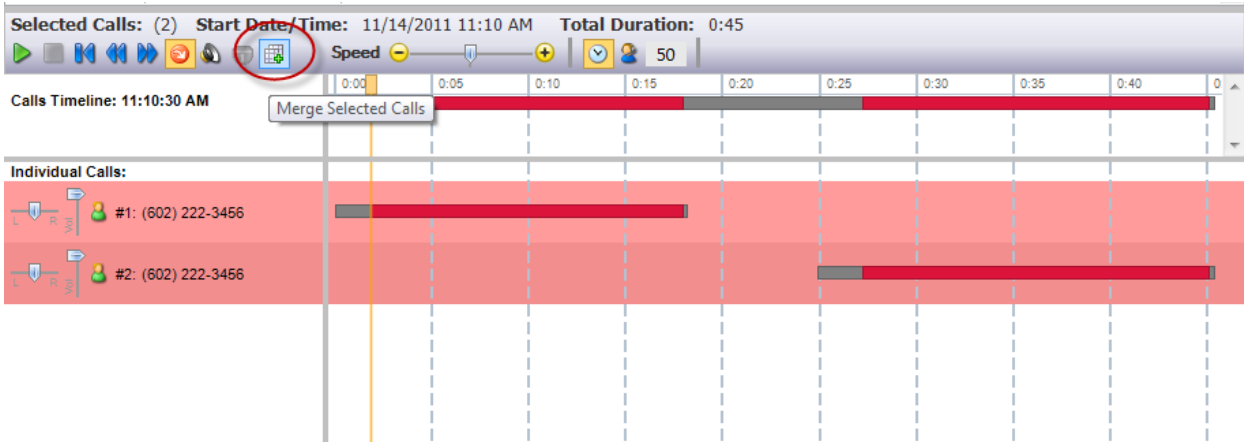
#### CALL SLICING

This feature allows users to slice a recording into two. The intent of this feature is for two or more legitimate calls to be made from one recording. For example: Recording a Radio Channel; one long recording consists of two separate issues; these issues can be sliced into two separate recordings.

The screenshot displays the OAISYS software interface for a call recording. At the top, it shows 'OAISYS Capture: Outside Number: (602) 222-3456 Date: 11/10/2011 Start Time: 11:36 AM Duration: 0:31'. Below this is a 'Detailed View' section with a timeline from 0:00 to 0:30. A red arrow points to a segment of the timeline. A context menu is open over this segment, listing options: Dock HoverBall, Insert Annotation, Zoom Out, Zoom In, Zoom Selected, Entire Call, Share Segments, Export Segments, Clear All Selections, Add Redact, and Slice Selected Segments. Below the timeline are sections for 'Annotations' and 'Evaluations'. The 'Evaluations' table is as follows:

Evaluation Title	Grader	Employee Ext	Employee Description		Date Completed
Eval - All Calls -1	linda	xT9223	xT9223		
Eval - All Calls -2	linda	x1009	Linda (x1009)		
Seven Questions -3	linda	x1009	Linda (x1009)	-	Not Started
Call Center CS - Radi...	linda	xT9223	xT9223	-	Not Started
Call Center CS - Radi...	linda	x1009	Linda (x1009)	-	Not Started
Call Center CS - Dro...	linda	xT9223	xT9223	-	Not Started

This feature allows users to merge the segments of two or more recordings into one. The intent of this feature is for one legitimate PVD recording to be made out of multiple PVD segments. In the case of a Radio recording; the user has the ability to merge the segments into one recording.



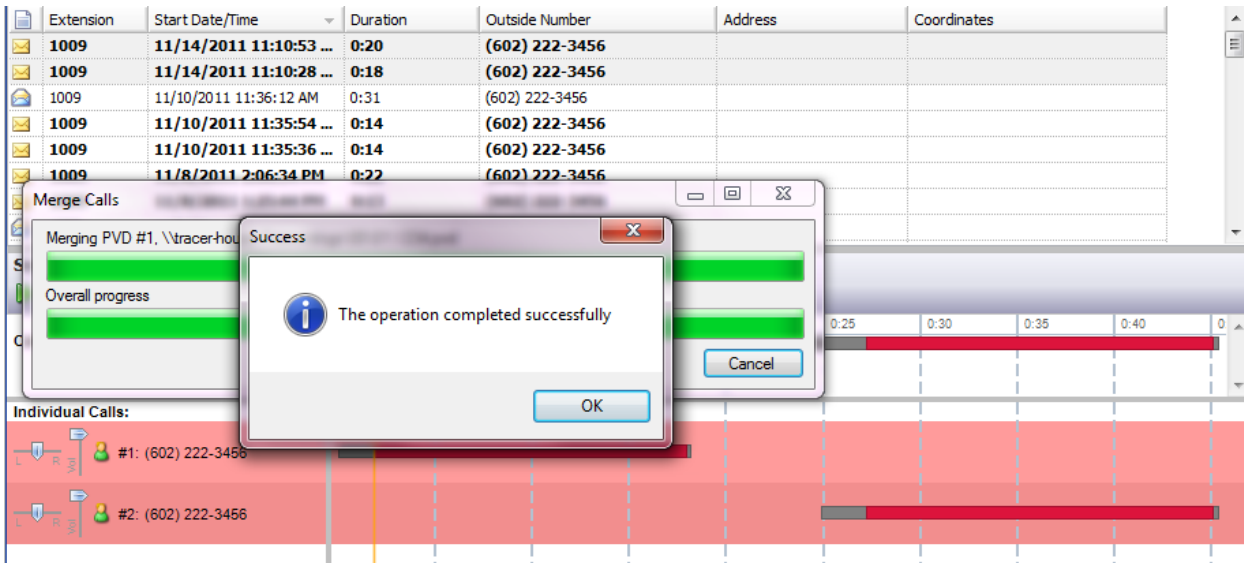
Selected Calls: (2) Start Date/Time: 11/14/2011 11:10 AM Total Duration: 0:45

Speed 50

Calls Timeline: 11:10:30 AM

Individual Calls:

- #1: (602) 222-3456
- #2: (602) 222-3456



Extension	Start Date/Time	Duration	Outside Number	Address	Coordinates
1009	11/14/2011 11:10:53 ...	0:20	(602) 222-3456		
1009	11/14/2011 11:10:28 ...	0:18	(602) 222-3456		
1009	11/10/2011 11:36:12 AM	0:31	(602) 222-3456		
1009	11/10/2011 11:35:54 ...	0:14	(602) 222-3456		
1009	11/10/2011 11:35:36 ...	0:14	(602) 222-3456		
1009	11/8/2011 2:06:34 PM	0:22	(602) 222-3456		

Merge Calls

Merging PVD #1, \\tracer-hou ... Success

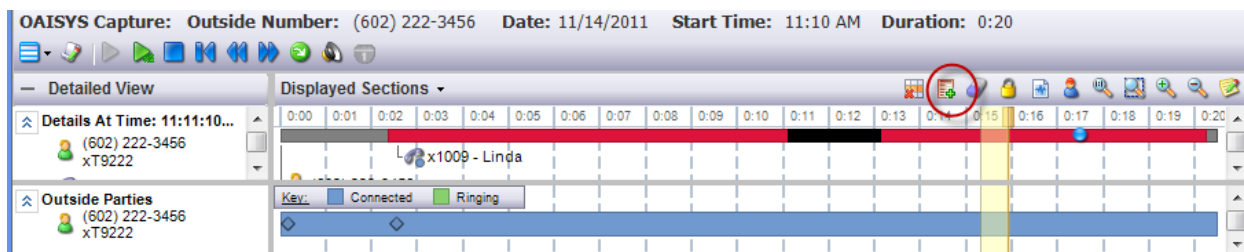
Overall progress

The operation completed successfully

OK

Cancel

Sometimes called “Blurring” or “Scrubbing”; this feature provides the ability to highlight a segment of the audio and play silence over the audio.



### Digit Capture

Used for Digital Stations using NGX boards, TDM Trunks, and Analog and Digital (T1/PRI) Trunk Taps; this feature captures the DTMF digits entered on recorded calls.

### Export Call Segment

This is the ability to highlight a segment or multiple segments of a call and export only the selected segments.

### ACD Enhancement

This configuration option attaches ACD Agent IDs on calls that are not associated with an ACD Group, and applies to outbound calls and inbound calls that do not route through the ACD. IC calls will not be tagged with ACD Agent ID.

(Applies to phone systems ACD information is obtained from: Avaya, Toshiba, Inter-Tel, and ShoreTel with ECC integration)

**NOTE:** ACD information is not currently obtained from Mitel because of ACD related issues with Global Call ID.

### Active Directory Enhancement

The User Name field is now programmable; prior to this release, the User Name field was auto-populated. This will be helpful for remote users.

### SIP Enhancement

Our software will now reserve SIP licenses for designated devices. In current and prior versions, SIP licenses were consumed for every SIP device identified through the IP monitoring stream regardless of which devices were or were not recorded. Thus, a customer



with 100 SIP telephones wanting to only record a designated few, still required 100 SIP licenses. With version 7.2, customers can acquire the precise number of licenses matching the designated few phones to be recorded.

**NOTE:** SIP licenses must match the full set of SIP phones that will be recorded, even if not every call is recorded. SIP licenses are not dynamic even though they can be allocated on a device-specific basis.

### Archive Online Database

This feature provides the ability to archive calls from the online database to an archival database; the archival database will serve as a secondary database to the online database. A new search and playback application can be directed to this database to find archived recordings.

#### *Requirements:*

A separate dedicated Archive and SQL Database Server. The Archive Database software cannot be on the OAISYS Recording Server. The Archive Database Software requires either a keyless license or hardware USB lock.

### Extension and Agent ID Columns

This function has been added to the User table in the Administrator and will be most helpful for sites with a large number of users and extensions to quickly identify which extension or Agent ID is associated with a particular user.

### Cancel Button

This button is located in the Historical Calls section and provides the ability to cancel a search before it has completed, and will allow the user to cancel loading a folder full of calls. This is particularly useful for customers with heavy call volumes.

### List Enhancement

This function provides the ability to select a list member and view the other lists that member is associated with; this is especially helpful when setting up call filters and permissions.

**NOTE:** This feature will not be available in the initial release of 7.2.

### Loop Playback

Previously available in the multi call player only; this feature allows a user to highlight a segment of call recording and play that segment in a continuous loop.



## Embedded Multi Call Player

The ability to select and view up to eight (8) calls is now embedded in the Management Studio. Previously, this feature was only available in the separate child Multi Call Player.

The screenshot displays the OAISYS Tracer Management Studio interface. On the left is a 'Historical Calls' sidebar with a tree view of folders. The main area is titled 'All Calls I Can View' and features an 'Advanced Search' section with fields for 'Field' (set to 'Extension'), 'Condition' (set to 'Exactly Matches'), and 'Value' (set to '1009'). Below the search is a table of call records:

Extension	Start Date/Time	Duration	Outside Number	PVD Origin	Address	Coord
1009	11/18/2011 10:41:59 ...	7:26	52119928	OAISYS Capture		
1009	11/17/2011 2:02:02 PM	0:09	(602) 222-3456	OAISYS Capture		
1009	11/17/2011 2:01:50 PM	0:06	(602) 222-3456	OAISYS Capture		
1009	11/17/2011 2:01:50 PM	0:20	(602) 222-3456	Merged		
1009	11/16/2011 2:40:07 PM	23:22:04	(602) 222-3456	Merged		
1009	11/16/2011 8:57:48 AM	17:44	(214) 242-5988	OAISYS Capture		

Below the table is a 'Selected Calls' section showing 'Start Date/Time: 11/17/2011 2:01 PM' and 'Total Duration: 0:20'. It includes a 'Calls Timeline' bar and 'Individual Calls' listed as #1, #2, and #3, all with the number (602) 222-3456. A bottom sidebar contains buttons for 'Historical Calls', 'Live Calls', 'Reports', and 'Admin'.