

OAISYS[®] What's New? Version 7.3

Features and Benefits

◆ Speech Search

◆ SIP Call Info Mapping

SPEECH SEARCH

OAISYS now offers Speech Search. This feature allows users to search historical call recordings for one or more key words or phrases that were spoken during the phone call. The Speech Search feature is embedded in the OAISYS Management Studio allowing for easy access. The OAISYS Speech Search provides the opportunity for businesses to gather additional data that can be used for compliance, training to improve the customer experience, and more.

OAISYS Speech Search feature is phonetic-based. The Speech Search Engine scans the recorded call for phonemes; the component parts of language. The phonemes are queried for matches, then call recordings that match the user's criteria are returned.

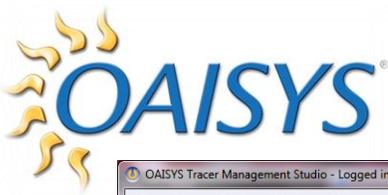
The screenshot shows the OAISYS Management Studio interface. On the left is a 'Historical Calls' tree view. The main window is titled 'All Calls I Can View' and shows an 'Advanced Search' window. The search field is set to 'Speech' and the phrase is 'Thank You for calling' with a strength of 78.99%. A search results window is open, showing a list of search criteria: 'Call-Data Search', 'Account-Code Description Exactly Matches "1234"', 'AND Start Date/Time (Date Only) Is After "5/29/2012"', and 'Speech Search (Match Any, Min. Probability = 20 %)'. Below the search window is a table of search results.

Extension	Start Date/Time	Duration	Outside Name	Digits	Outside Number	PVD
1534	6/5/2012 3:36:39 PM	1:28	TEXAS		(806) 441-7757	OAI
1534	6/5/2012 3:33:25 PM	0:38			(949) 583-3172	OAI
2500	6/5/2012 3:32:42 PM	0:00			(314) 795-2099	OAI
1534	6/5/2012 3:29:39 PM	39:36	TEXAS	#,524,0,3,4,06,14,...	(806) 441-7757	OAI
2502	6/5/2012 3:28:51 PM	0:35	TEXAS	10160	(806) 441-7757	OAI
1541	6/5/2012 3:22:49 PM	4:27	ATS COMM	3	(916) 642-1746	OAI
1018	6/5/2012 3:20:05 PM	1:33	PHOENIX,AZ	1018,0,95,2	(480) 323-0631	OAI
1504	6/5/2012 3:19:28 PM	5:08	GLOBAL CTI	3	(661) 716-3737	OAI
1016	6/5/2012 3:15:36 PM	16:38		41,1	(562) 719-9747	OAI

Users can search all calls or a subset of calls for words or phrases spoken by either party.

Speech search results can be saved so other users can find them instantly.

Flexible Indexing -- indexing of historical calls can be scheduled or it can be done in real time.



The screenshot shows the OAISYS Tracer Management Studio interface. On the left is a 'Historical Calls' sidebar with a tree view of folders like 'My Folders', 'Calls I Shared', and 'My Calls'. The main area is split into two panes. The top pane is 'Speech Search', showing an 'Advanced Search' section with 'Field: Account-Code Description', 'Condition: Exactly Matches', and 'Value: 1234'. Below this is a table of search results:

Probability	# Matches	Extension	Start Date/Time	Duration	Outside Name	Digits	Outside
26 %	1	1022	5/23/2012 4:34:21 PM	2:18	BIG STITCH EMBR	1022	(480) 345-6337
20 %	1	2502	5/29/2012 4:53:26 PM	0:29	PREMYSIS TECHNO	1004	(650) 345-6337
0 %	0	1038	5/29/2012 3:40:04 PM	0:09			(480) 214-1234
0 %	0	1039	5/29/2012 3:35:08 PM	0:36		5	(480) 214-1234
0 %	0	1039	5/29/2012 2:56:10 PM	0:08			(480) 214-1234
0 %	0	1541	5/29/2012 2:40:06 PM	5:09		5,22,**,33333333...	(602) 214-1234

The bottom pane is 'Detailed View' for a call on 5/23/2012 at 4:34 PM. It shows a timeline with call events like 'BIG STITCH EMBR' and 'x1022'. Below the timeline are sections for 'Outside Parties', 'Extensions', 'Annotations', and 'Evaluations'. At the bottom, there is a 'Speech Search Results' table:

Probability	Phrase	Position	Saved
26 %	welcome to oasis	00:00:00	No

Requirements

OAISYS Version 7.3

A dedicated Speech Search Server meeting these requirements:

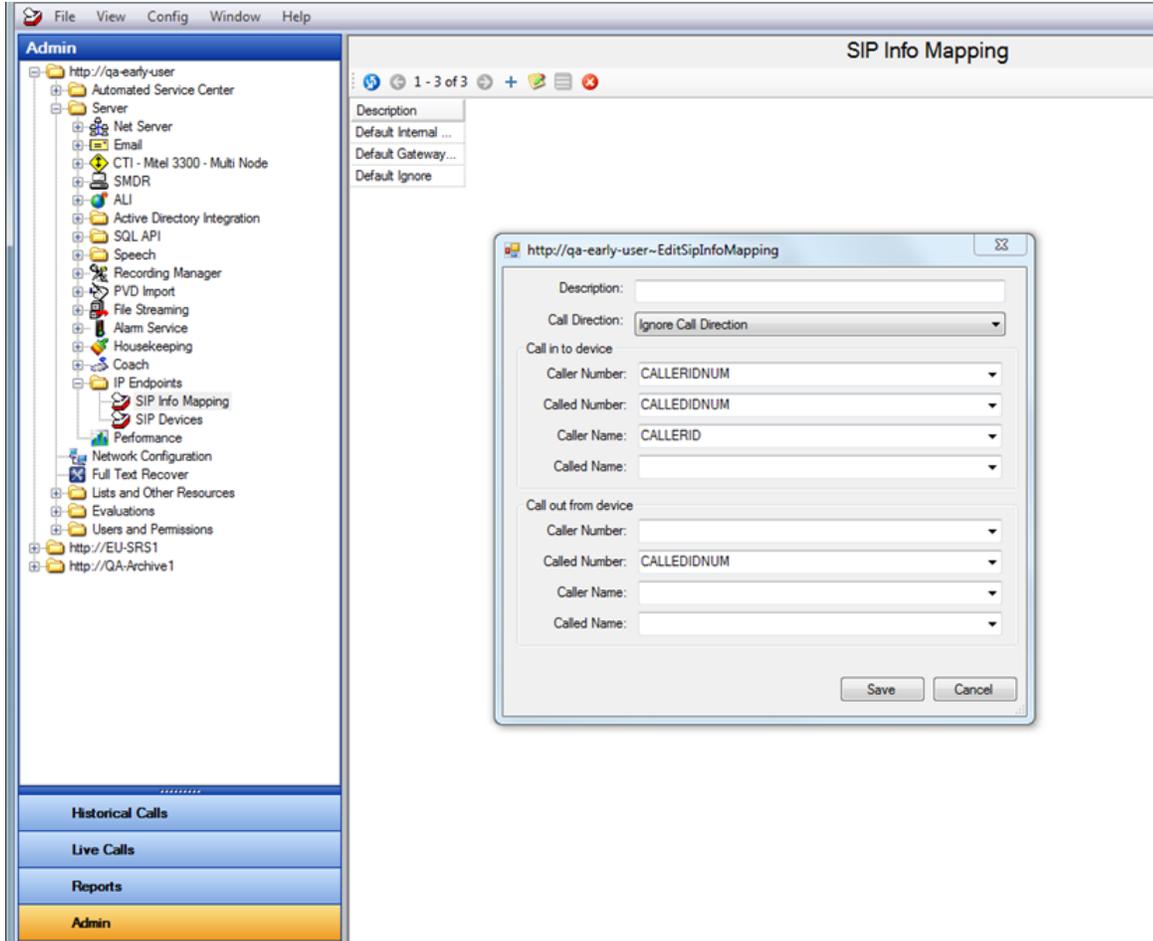
- CPU- Core2 Quad 9550 or better
- RAM – 8GB
- Storage – 1TB
- OS – Windows 7 or higher
- SQL – 2008 (must match the version of SQL on the OAISYS server)

NOTE: If the OAISYS Server is used as the Speech Search Sever an additional hard drive will be required for indexing. The hard drive must be at least 2 x the size of the recording drive in the OAISYS Server.

Known Issue: The Speech Search option is currently visible for unlicensed users allowing them to enter a search phrase and click on the *Execute Search* button. The user will not receive speech search results which may cause confusion, but their criteria search will work properly. This issue will be resolved in a Service Pack targeted for the end of March.

SIP CALL INFO MAPPING

This feature allows an OAISYS Admin user the ability to map information from the SIP URI into an OAISYS field. These fields can be used for the Live Calls application (if Extension and/or Agent ID is available), call recording triggers, and historical call searches.



SIP-call info mapping fields are now programmed into profiles, making it easier to share settings among various SIP devices without opening and changing each SIP device.