



# What's New?

## Version 7.0

### Features and Benefits

- ◆ Active Directory Integration
- ◆ Support for 64-Bit Windows OS
- ◆ Enhanced Screen Recording Flexibility
- ◆ Spoken Time Overlay
- ◆ Multiple MiTAI Connections
- ◆ Automatic Location Integration
- ◆ Quality Monitoring Enhancements
- ◆ Port and Capacity Expansion
- ◆ Variable Data Retention

#### **ACTIVE DIRECTORY INTEGRATION**

Offering a single point of administration for effective time management, this optional integration enables the retrieval of user account credentials and groups from AD through OAISYS recording systems. The fields imported are: User Name, User Description, Password, Primary Extension, Email Address, and all of the user's assigned AD user groups.

This feature will benefit administrators by allowing a single point of administration. This integration enables OAISYS Recording Systems to retrieve user account credentials and groups from Active Directory (AD).

AD is the backbone of user and system management for many enterprises, and this integration can enable cost reductions, an enhanced user experience and improved compliance.

AD integration is optional. The fields imported from Active Directory are: User Name, User Description, Password, Primary Extension, Email Address and all of the AD user groups the user belongs to.

#### **Requirements**

OAISYS Software Version 7.0

Active Directory in domains using a Windows 2008 or 2003 server domain controller



## **SUPPORT FOR 64-BIT WINDOWS OS**

Support for the 64-bit versions of Windows 7 and Windows 2008 is now available for the OAISYS Client and Server software, which provides increased speed of certain critical functions.

### **Requirements**

OAISYS Software Version 7.0

Windows 7 or Windows 2008

## **OAISYS SCREEN RECORDING VIA VOX OR THIRD-PARTY APPLICATION**

OAISYS Screen Recording can be accomplished without CTI using the following triggers: VOX, Predictive Dialer (using the OAISYS API), or the OAISYS Desktop Client Application (using the OAISYS API).

### **Requirements**

Tracer Screen Recording Server Software Version 7.0

Other requirements will vary depending on the desired recording trigger

## **SPOKEN TIME OVERLAY**

This feature reflects the real time in which a call took place and can be heard during playback of the recording. The functionality is used to synchronize other data review and for verisimilitude when calls are played back for juries and other third parties. The feature may be enabled or disabled during playback.

### **Requirements**

OAISYS Software Version 7.0

This feature is supported in the network and stand-alone PVD players



## MULTIPLE MITAI CONNECTIONS

This feature will benefit Mitel customers by reducing the number of OASYS Recording Servers required in a multi-node configuration. Using our multiple MiTAI connection support, an OASYS Recording Server can connect to multiple Mitel 3300 controllers, each having one MiTAI connection. This is very beneficial for load balancing purposes and common in Mitel ACD configurations.

### Requirements

OASYS Software Version 7.0

Mitel 3300 Controller

MiTAI license (one per MiTAI connection)

OASYS Multi MiTAI Stream License (one per node)

## AUTOMATIC LOCATION IDENTIFICATION (ALI) INTEGRATION

This feature enables integration with the Automatic Location Identification systems used by public safety dispatch centers to capture the phone number and geographical location of each call. In addition to displaying the location information in OASYS Management Studio, this enables users to search for and retrieve recordings based on ALI-related data, which helps better support the incident-based recording scenarios that are commonplace for public safety agencies.

### Requirements

OASYS Software Version 7.0

OASYS does not obtain ALI from the PSTN; it is obtained from the PSAP

Each 911 system may provide different output that OASYS will need to interpret. OASYS requires the ALI spec OR sample outputs on a case by case basis

Start Date/Time	Duration	ANI	CustomerName	HouseNumber	StreetName	Longitude	Latitude	Call Recorded
1/21/2011 8:16:45 AM	0:38	(713) 555-8578	R MICHAELS	7130	GRANT BLVD			Yes
1/21/2011 8:15:55 AM	0:42	(713) 555-0707	VALLEY BANK	4235	JEFFERSON ST			Yes
1/21/2011 8:14:11 AM	2:35	(713) 555-3871	AT & T MOBILITY		SW OF 212 2ND ST	-95.3535907	+29.7568306	Yes
1/21/2011 8:13:45 AM	0:00							No
1/21/2011 8:13:45 AM	1:06	(713) 555-5670	HARRIS COUNTY	300	COURT AVE			Yes
1/21/2011 8:12:47 AM	1:48	(713) 555-8578	R MICHAELS	7130	GRANT BLVD			Yes
1/21/2011 8:12:12 AM	1:04	(713) 555-5897	EAST HOSPITAL	7965	PARKER ST			Yes
1/21/2011 8:09:33 AM	1:05	(713) 555-0045	VERIZON		NE OF 418 8TH AVE	-95.2898711	+29.9545424	Yes



## QUALITY MONITORING ENHANCEMENTS

OAISYS evaluations have been enhanced to allow categorical grouping of evaluation criteria, customized effectiveness codes for total business process alignment and a more flexible user interface.

These optimizations include the addition of radio buttons, drop-down menus and default values to provide a more flexible user interface.

### Requirements

OAISYS Tracer Software Version 7.0

http://tracer-p-house-Edit Call Data Field

Description: Customer Satisfaction

Graders  
 Self + Supervisor graders  
 Supervisor graders only  
 Self graders only

Who this evaluation applies to  
 Extensions  Agents

Scales  
Scale Name: 0-5 Scale  
Score Style:  Radio Button  Drop Down List

Associated Call Filters:  
1009

Other Call Filters:  
1023  
1034  
1034-A  
1038  
All Calls  
DNR-Ext  
Early Lear Permissible Ext

Make this the default evaluation.

**Category 1** Name: Phone Skills Weight: 1

**Question 1** Name: Greeting  
Scale Type: Pass\_Fail Weight: 1

Question wording for self evaluation:  
Did you greet the caller with the proper greeting?

Question wording for supervisor evaluation:  
Did the agent greet the caller with the proper greeting?

Delete this question

**Question 2** Name: Polite  
Scale Type: Yes\_No Weight: 1

Question wording for self evaluation:  
Were you polite to the caller?

Question wording for supervisor evaluation:  
Was the agent polite to the caller?

Delete this question

**Question 3** Name: Helpful  
Scale Type: Number Weight: 1

Question wording for self evaluation:  
Rate yourself on how helpful you were to the caller

Add another category Add another question Save Cancel



These optimizations include the addition of radio buttons, drop-down menus and default values to provide a more flexible user interface.

The screenshot shows a window titled "Edit Evaluation" with a header bar containing call information: "Call Center CS - Radio -1", "Ext: xRadio1", and "Grader: Linda". Below this, it shows "Call: Outside Number: Unknown", "Date: 6/7/2011", and "Start Time: 10:47 AM". There are navigation icons (play, stop, back, forward) below the header.

The main content area is divided into two categories:

- Category 1: Introduction**
  - Question 1: Friendliness**  
Rate the Agent's Friendliness on the greeting.  
Options: Not Applicable, Strongly Disagree, Disagree, Somewhat Agree, Agree (selected), Strongly Agree.
  - Question 2: Name**  
Was the caller's name asked for?  
Options: Not Applicable, Strongly Disagree, Disagree, Somewhat Agree (selected), Agree, Strongly Agree.
- Comments and Notes:**  
The agent was interrupted
- Category 2: Support**
  - Question 1: Identity**  
Were the agent and caller both identified?  
Options: Not Applicable (selected), Strongly Disagree, Disagree, Somewhat Agree, Agree, Strongly Agree.
  - Question 2: ID Number**  
Was the ID # received?  
Options: Not Applicable (selected), Strongly Disagree, Disagree, Somewhat Agree, Agree, Strongly Agree.
  - Question 3: Issue**  
Was the issue identified?  
Options: Not Applicable (selected), Strongly Disagree, Disagree, Somewhat Agree, Agree, Strongly Agree.
  - Question 4: Problem Identified**  
Did the issue result in a problem that could be identified?

At the bottom right, there are three buttons: "Finish", "Finish Later", and "Cancel".

## Requirements

OASYS Tracer Software Version 7.0



## PORT AND CAPACITY EXPANSION

OAISYS port capacities have expanded as indicated in the table below:

Maximum Limits	Appliance	Standard	Advanced	Advanced Plus
Hardware Ports	48	48 (US) 60 (UK)	96 (US) 120 (UK)	192 (US) 240 (UK)
VoIP Ports	100	100	200	350
Total Recording Ports	100	100	200	350

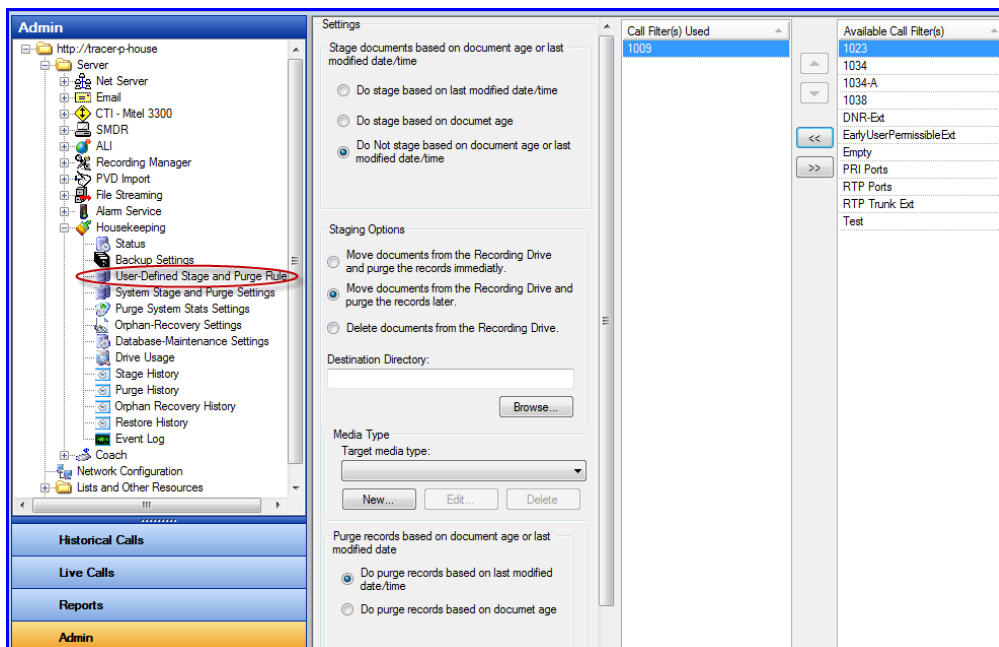
### Requirements

OAISYS Software Version 7.0

## VARIABLE DATA RETENTION

Allows users to stage and purge calls based on call filters or identifying information.

- **Example:** An organization purges calls after six months, but wants to keep calls with an account code attached for three years; this feature allows archiving these calls separately.
- **Example:** An organization wants to ftp calls to various vendors on different ftp sites; this feature allows staging identification by DNIS.



### Requirements

OAISYS Software Version 7.0



## OTHER PRODUCT ENHANCEMENTS

As a result of direct feedback from our existing customers, we have implemented the following enhancements in this product version release:

- Email a report directly from the report window
- Export report data to text
- Report templates included with Tracer solution
- New reports summarizing calls based on user defined data
- Allow completion of evaluations without needing to answer every question
- Expansion of question names character limit
- Addition of player controls to the evaluation window to control the playback of recording during the evaluation
- Double-click to run a report
- A new permission allowing the creation of an evaluation without enabling permission for other lists and resources
- Permission for viewing and sharing coaching sessions
- Recording status can be hidden from the user in the Desktop Client application
- Owner's Report enhanced to report on who exported call recordings
- The text in customizable call columns can be a hyperlink
- Instant Recall is configurable to just the last call or the last X hours of calls where X ranges from 1 to 24
- The Desktop Client application can be operated from the tray with an icon and menu options
- Search on blank or null values
- Extension is now available as a call column in the Management Studio (if more than one extension is involved, the last extension will be displayed in the call grid)

The screenshot displays the OAISYS Management Studio interface. The main window is titled "All Calls I Can View" and shows a list of 50 calls (page 1 of 49,395). The table columns are Extension, Start Date/Time, Duration, Outside Number, and Outside Name. A red box highlights the "Extension" column header. Below the table, a "Selected Call" summary shows details for call ID 815635427736 on 10/28/2010 at 10:08 AM. The "Detailed View" section includes a "Displayed Sections" timeline and a "Key" for call status (Connected, Ringing). The left sidebar shows a folder tree with "All Calls I Can View" selected. The bottom navigation bar includes "Historical Calls", "Live Calls", and "Reports".

Extension	Start Date/Time	Duration	Outside Number	Outside Name
T9221	10/28/2010 9:35:02 AM	1:50	(321) 704-3589	
T9221	10/28/2010 9:34:44 AM	0:10	(949) 910-3688	
1205	10/28/2010 9:34:23 AM	20:39	(410) 961-6620	WIRELESS CAI
1026	10/28/2010 9:33:52 AM	1:16	(602) 231-5180	MITEL
1204	10/28/2010 9:32:26 AM	1:26	(913) 780-3166	
1212	10/28/2010 9:30:57 AM	1:20	(850) 585-7339	
T9221	10/28/2010 9:30:30 AM	2:49	(480) 838-0287	
2508	10/28/2010 9:30:27 AM	0:00		
T9219	10/28/2010 9:28:56 AM	1:25	(502) 377-4331	
1726	10/28/2010 9:28:20 AM	1:00	(815) 690-2812	CALLTELE
T9220	10/28/2010 9:28:15 AM	0:47	(904) 363-0033	
T9221	10/28/2010 9:25:03 AM	4:16	(512) 433-4700	
1026	10/28/2010 9:24:07 AM	5:06	(602) 231-5180	
2504	10/28/2010 9:23:24 AM	0:02	(480) 496-9040	
T9220	10/28/2010 9:23:23 AM	0:02	(480) 496-9040	