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 OAISYS Recording Servers required in a multi-node configuration. Using our multiple MiTAI connection support, an OAISYS 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

OAISYS Software Version 7.0

Mitel 3300 Controller

MiTAI license (one per MiTAI connection)

OAISYS 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 OAISYS 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

OAISYS Software Version 7.0

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

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

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

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Requirements

OAISYS 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.
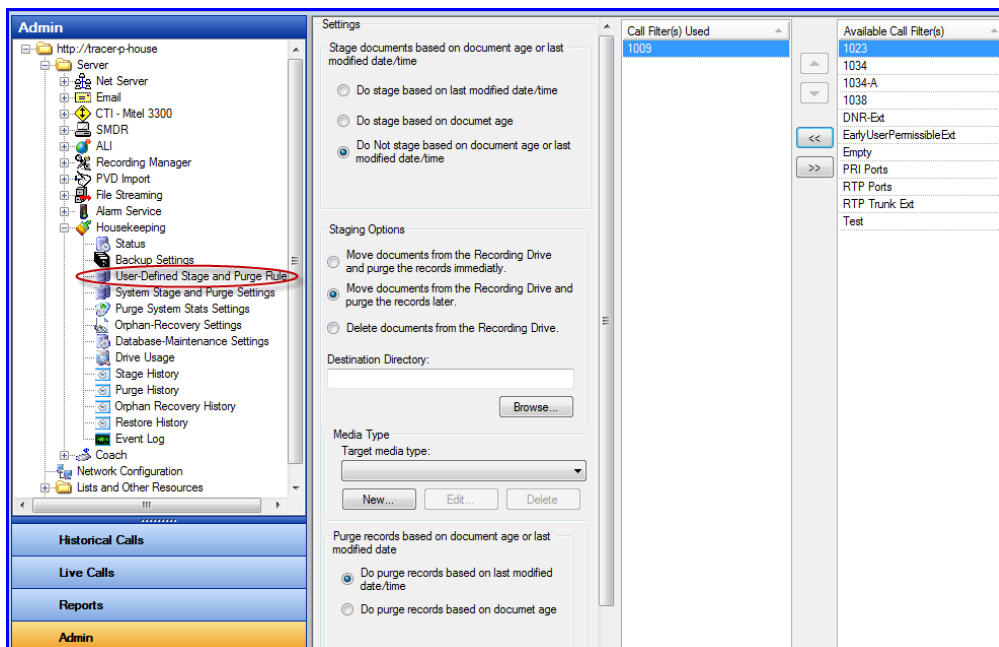
Requirements

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)