



## Overview

Talkument voice documentation software from OAISYS provides businesses with ultimate control over risk management, quality assurance, customer retention, dispute resolution and other critical business concerns. Talkument users enjoy the familiarity of an Outlook® style interface to store and organize call recordings of important business telephone conversations. Talkument software is unlike any other solution on the market. Other products only offer basic call recording capabilities, but Talkument delivers much more, due to its patent-pending OAISYS Portable Voice Document (PVD™) technology.

## Solution

The OAISYS PVD technology at the core of Talkument enables users to store and organize call recordings, or voice documents, of phone-based conversations. These voice documents can then be used to drive quality assurance, workforce collaboration, dispute resolution and overall productivity measures.

With applications in healthcare, legal, insurance, financial and a wide range of other industries, Talkument provides significant benefits to virtually any organization's collaboration, customer retention and revenue protection efforts.

Talkument captures real-time telephony communications and transforms them into voice documents, facilitating as-available communications. Talkument supports accurate and efficient information sharing when two or more parties begin communicating real-time and others need to be brought into the conversation as-available.

With Talkument, an individual's voice conversations are centrally documented through call recording and made available to store, organize, annotate and share with others. Now, phone calls and the information they contain are searchable, sharable content, similar to e-mail. When a user shares a voice document, the recipient is notified and provided a link to the document, rather than a copy of the file itself. Users can insert text annotations to further explain and clarify verbal content or to respond to a specific question within the voice document. Enhancing privacy and security, shared content can be set to expire and sharing restrictions can be included.

Voice communications become a library of searchable, accessible content for the entire organization. This reduces risk by giving the organization joint ownership over information, expertise and relationships with its employees, who previously had sole ownership. Businesses make tremendous investments to reduce risk of loss when it comes to tangible assets. Talkument helps businesses safeguard intangible assets at a time when they may be most valuable.

As a personal voice documentation and collaboration solution, Talkument addresses the gap between real-time communications and knowledge sharing—an invaluable ability in a new business world where the process of communicating knowledge has become equally important to the process of creating it.

And, OAISYS delivers unsurpassed innovation by providing an unlimited user license for Talkument voice documentation software with every OAISYS call recording system, creating a cost-effective value proposition that no other call recording vendor provides.

## Products

### • Tracer

Tracer automatically records, stores and organizes telephone conversations in a secure central server, letting call centers target conversations that have a lasting impact on performance.

### • Talkument

Talkument turns telephone conversations into verbal documents for personal review and collaboration, allowing users to share conversations with 100 percent clarity and accuracy.

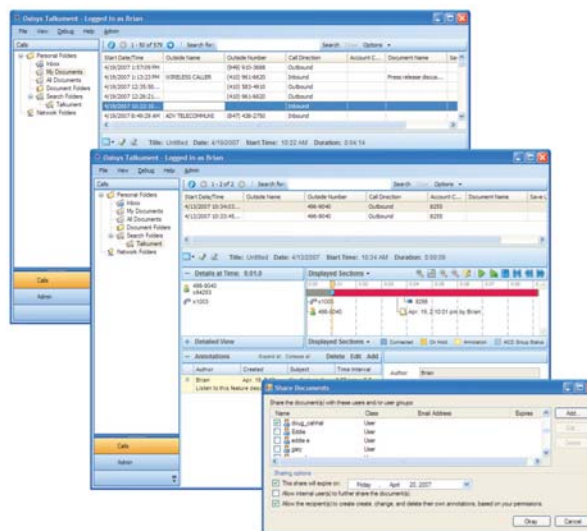


Figure 1. The intuitive Talkument Viewer windows and controls simplify the user experience, and provide unprecedented voice documentation functionality.

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## Key Features/Benefits

### Secure Voice Document Sharing

Patent-pending OAISYS PVD technology provides a secure means of storing, reviewing, sharing and adding notes to call recordings, eliminating errors due to miscommunication and transcription.

### Highlighting

Users can highlight a specific portion of a voice documents and tie them to text-based annotations, decreasing the time it takes to find the relevant portion of a conversation and providing additional insight into the call.

### Intuitive User Interface

Call visualization feature simplifies call recording review and auditing.

### Organization and Accessibility

Effortless organization and search capabilities allow a targeted call recording to be retrieved within seconds.

### 100 Percent Accuracy

All content is stored as it happens to eliminate errors in recollection or provided data. Capture the full communication, tone of voice, pauses, etc., allowing the seamless transfer of a conversation, not just a paraphrase.

## Customer Value

Talkument enhances productivity and accuracy levels for all businesses and can begin rapidly providing return on investment almost immediately. Since Talkument works like email, it is natural, comfortable and intuitive for users in virtually any work environment. OAISYS offers the Talkument solution in a variety of configurations that can fit the unique requirements of any business, making deployment simple and cost effective. With Talkument, all members of an organization can store, organize, annotate and share telephone calls.

## About OAISYS

OAISYS® Tracer and Talkument call recording and voice documentation solutions help companies within a variety of industries — including healthcare, automotive dealerships, financial services and manufacturing — attract and retain customers by digitally capturing phone-based interactions for simple retrieval, playback and management. Specifically engineered to meet the needs of the SMB market, our solutions help to improve risk management, quality assurance, customer retention, dispute resolution and other critical business concerns. We offer superior integration with ShoreTel business phone systems, ensuring the right fit for a broad array of organizational needs.

## About ShoreTel, Inc.

ShoreTel® is a leading provider of enterprise IP telephony solutions. The OAISYS-ShoreTel solution provides customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership.

## Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



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