



## Overview

Tracer, the professional interaction management solution from OAISYS, provides formal and informal call centers complete control over their voice-based communications. Tracer enables businesses throughout a wide range of industries to more effectively manage phone-based interactions, optimize advertising efforts, ensure protection from liability concerns, resolve disputes, achieve and maintain regulatory compliance and collaborate with partners, contractors and others.

## Solution

Tracer automatically records, stores and organizes telephone conversations and, optionally, associated desktop activity on a secure central server. Using a variety of audio connections, communications system integrations and recording triggers, Tracer can target those conversations that have a lasting impact on your business.

Tracer delivers multiple benefits to any business environment. Chief among these are improved employee training, liability protection and activity reporting. These benefits are targeted at appropriate individuals throughout the organization via unlimited user accounts for search, playback and sharing functions. Authorized users can view all recordings or just a restricted portion based on criteria such as telephone extension numbers and inbound numbers dialed by outside callers.

OAISYS provides a wide variety of configurations to meet the varied and unique needs of small- and medium-sized businesses (SMB). Tracer can store from 14,000 to 75,000 hours of recordings and automatically archive them according to business needs and preferences.

Additionally, businesses choosing Tracer for their call recording needs receive an unlimited user license for the award-winning OAISYS Talkument<sup>®</sup> voice documentation and collaboration software, which enables knowledge workers throughout the organization to search, play back, annotate and share their phone-based interactions.

Text-based annotations, which can provide valuable supplementary information on a call, become a part of each Tracer recording. Information added by supervisory staff, such as performance ratings associated with an employee's call handling, is captured as well. Powerful reports detailing advertising effectiveness, communication activities and agent efficiency are available via the reporting package that is included with the Tracer call center management software. These reports provide easy access to customer satisfaction intelligence.

Useful applications of the Tracer software include communications management, compliance logging, new hire training, personnel development and customer relationship management. Tracer provides managers with the full details of a phone-based transaction before attempting to resolve a dispute, eliminating the "he said/she said" factor. In the event of litigation or regulatory complaints, businesses using Tracer can easily produce indisputable records of telephone conversations related to the events in question.

## 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.

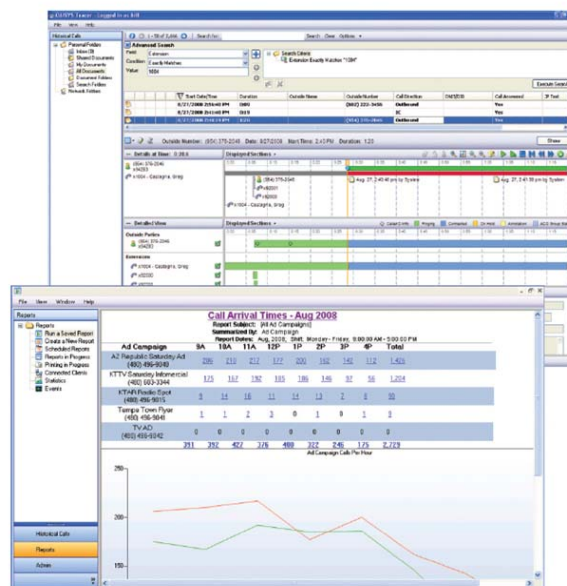


Figure 1. Tracer provides businesses with powerful real-time and historical perspective on the interactions occurring within their organization.

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## Key Features/Benefits

### Secure Voice Document Sharing

Patent-pending OAISYS Portable Voice Document (PVD™) technology provides a secure means of storing, reviewing, sharing and adding notes to call recordings.

### 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.

### Integrated Live Call Monitoring

Real-time agent coaching and personnel development can easily be conducted “on-the-fly.”

### Workforce Performance Management Tools

Customizable employee evaluations and powerful quality reporting, allowing call centers to proactively monitor, manage and improve agent performance.

### Optional Desktop Screen Recording

Supervisors obtain a more complete view of agent activity, making it easier to implement performance improvements.

### Advanced Administrative Application

Easy assignment of individual and group permissions and visibility to log files showing the date, time and user name associated with the access of call recordings.

### Organization-Wide Interaction Management

Tracer, paired with Talkument, provides every member of an organization, whether in the call center or another department within the company, with the benefits of voice documentation.

## Customer Value

Tracer empowers users to unlock the full potential of their business communications. With the insight gained from Tracer's call recording and reporting capabilities, businesses and call centers are positioned to better address customer retention and revenue protection strategies. Paired with an unlimited user license for Talkument, organizations can easily and cost-effectively extend the benefits of voice documentation outside the call center walls, optimizing information exchange and revolutionizing the customer experience.

## 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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