



# TRACER

Professional Interaction Management

# Unlock the Full Potential of Business Communications

## Improve Interactions throughout Your Organization

Call recording technology can play a valuable role for businesses across a wide spectrum of industries, including automotive dealerships, financial services, insurance, health care, manufacturing and distribution. Sales, customer service and product support contact centers utilize call recording to promote more effective training and accountability measures. Additionally, call recording can provide greater insight into the effectiveness of marketing and sales initiatives and overall operational performance. From a risk management perspective, any business that regularly communicates with customers, clients, and partners should assess and consider the risks inherent in these interactions. The ability to quickly and easily refer to the original communication via call recording makes it possible to resolve disputes and minimize liability.

Even more compelling, phone-based customer interactions in today's business world are no longer the exclusive undertaking of contact center agents. To provide exceptional customer service,

the expertise and support of all members of an organization must be leveraged—including contact center agents and knowledge workers. Tracer, the professional interaction management solution from OAISYS, makes that achievable. Tracer delivers advanced contact center management and quality assurance tools as well as collaboration and information transfer capabilities, all tightly bundled into one comprehensive system. While other products attempt to address the needs of strictly the contact center, Tracer dramatically improves operations across all facets of the organization, unlike any other solution on the market.

## Workforce Performance Analysis and Management

**Tracer empowers managers, supervisors and agents with a variety of workforce performance management tools to help monitor, analyze and enhance individual and group performance. With Tracer, the entire organization can benefit from powerful real-time and historical perspective on the interactions occurring within their business. This translates to enhanced employee performance, a better understanding of customer service issues and improved business processes.**

### Live Call Monitor

With Tracer's Live Call Monitor feature, calls can be monitored while in progress, enabling supervisors to assess agent interactions with customers as they occur. Auto Monitor allows live monitoring of specific employees to begin automatically when a call is connected to the target extension. The Chat function allows managers to silently coach employees as calls are taking place, making it possible to provide real-time agent support that can immediately and positively affect customer service delivery.



### Tracer Reporter

Tracer Reporter is the powerful reporting package that is included with the Tracer call center management software. Tracer Reporter generates comprehensive reports, including graphs, based on the telephone call information stored in the Call History database. These reports can be run on demand or scheduled to run automatically. The easy analysis and interpretation of call data via these reports can greatly assist supervisors and managers with their personnel development efforts.

### Quality Control Module

Integrated with Tracer Reporter, the Quality Control Module allows an evaluator to review a recording and rate the call by grading a series of pre-selected questions/criteria. Employees can listen to and evaluate their own performance; managers and supervisors can more effectively and consistently gauge agent performance; and training and process changes can be implemented to help improve overall service levels.





# Your Versatile Recording Solution

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

## Robust Recording Capabilities

Tracer is engineered to support sophisticated, high-volume recording needs, operating either trunk-side or station-side and delivering data link integration with a wide range of business communications systems. Tracer provides unlimited user access to search and playback call recordings based on extensive permissions criteria, including DNIS, agent ID, ANI, call duration, call direction and many more. Optional screen recording enables capture of the user's on-screen view associated with a call, providing a more complete picture of agent activity. Tracer VOX recording integration addresses the needs of call centers engaged in radio communications, including dispatch facilities, transportation networks, 911 centers and other public safety organizations.

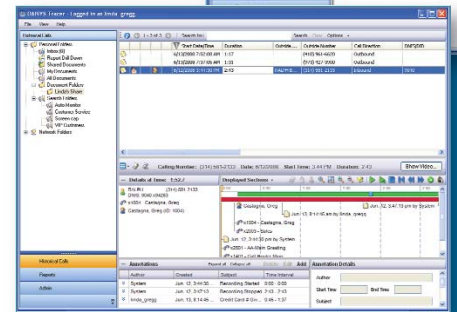
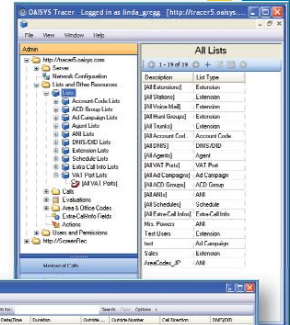
## Effortless Organization and Search Capabilities

Call recording organization and accessibility is both simple and efficient through Tracer's highly intuitive folder structure. Similar to Microsoft Outlook®, static folders enable users to manually organize call recordings as needed, while dynamic folders make it possible to automatically organize recordings based on pre-defined criteria or conditions set for that folder. Additionally, the Tracer user interface is intuitively designed to help users quickly locate recordings by conducting a search on a wide variety of specific recording file attributes or by simply locating the recording within a dynamic search folder.

offers superior integration with leading business phone systems, ensuring the right fit for a broad array of organizational needs. Based on open standards, the OAISYS open architecture API enables easy exchange of information between Tracer and other software applications, further enhancing integration capabilities, functionality and flexibility.

## Secure Recording and System Administration

Our patent-pending Portable Voice Document (PVD) technology enables access to recordings via encrypted file streaming. Recordings never leave the server, allowing you to retain full control of important call data. OAISYS PVD technology also provides for selective sharing of specific call segments that have meaningful relevance to recipients, and sharing permissions which limit the amount of time a recipient will have access to the recording, or if it can be shared further. Tracer's advanced administrative application allows for easy assignment of individual and group permissions, ensuring call recordings are handled properly and in accordance with established company policies. The administrative interface also provides visibility to log files showing the date, time and user name associated with the access of all call recordings, further supporting legal and regulatory compliance requirements.



# The "Full Contact" Interaction System

**OAISYS delivers unsurpassed innovation by providing unlimited user licenses for Talkument™, our personal voice documentation and collaboration solution, with every Tracer deployment. Talkument addresses the compliance, collaboration and management needs of every business. Tracer, working jointly with Talkument software, offers an enterprise-wide interaction management system that optimizes information exchange and revolutionizes the customer experience. Important call data takes the form of voice documents, readily searchable and accessible for the entire organization. Now, everyone can take advantage of the benefits that call documentation can provide—whether in the contact center or another department within the company—to facilitate the seamless, immediate transfer of information. OAISYS offers the full contact interaction solution that positively impacts each and every member of your business, keeping everyone working in unison.**

## Flexible, Cost Effective Delivery Options

OAISYS recognizes that many small companies strive to become larger companies, and require solutions that can scale up as they grow. Choosing the system deployment that presents the best fit for your business has never been easier with OAISYS software delivery models, designed to support both ease of deployment and ease of operation. Organizations simply add Tracer call center management software to a base platform pre-loaded with the Talkument voice documentation software in one of two different delivery options:

- **Appliance-based Software Delivery (AbSD):** A single, rack-mountable 1U appliance unit, capable of interfacing with up to two digital trunk circuits or up to 48 PBX endpoints using some form of IP recording. The AbSD model supports storage up to 20,000 hours of recordings.
- **Server-based Software Delivery (SbSD):** A built-to-order server base system, scalable up to 192 ports, suitable for installations requiring advanced fault tolerance and data protection capabilities. The SbSD model accommodates call recording storage from 14,000 up to 75,000 hours. Additionally, recordings can be archived using the included DVD burner or across your Local Area Network to an alternate storage device.





# OAISYS Solutions Address Critical Business Needs

- **Compliance:** Various regulatory bodies require recorded documentation of transactions occurring via telephone such as telesales; financial transactions including account transfers, loan origination, securities/commodities trading and ACH payment setup; utilities account management and others.
- **Risk Management:** Recordings of telephone conversations can be used to effectively reduce the risks and ramifications of miscommunication. Examples include improperly filed insurance claims, business to business purchasing, perishable goods orders, personnel recruiting, billing verification and other critical telephone transactions.
- **Process Adherence:** Review recorded telephone conversations to verify compliance with communications processes and various adherence mechanisms. This can be especially vital in environments dealing with sensitive data that requires strict identification verification prior to release of information or services, such as health care, financial services and municipal services.
- **Personnel Development:** Staff development and training programs are supported through systematic review and evaluation of telephone calls in sales, customer service, product support, collections, personnel applications, scheduling, dispatch and other critical business communications functions. Tracer provides functionality for live monitoring, recording, coaching, evaluating and reporting, delivering a complete personnel communications development platform.
- **Business Documentation:** Businesses regularly document every form of electronic and paper communications, investing significant time and money in storage, document management and digital imaging technologies. Yet verbal communications still include some of the most sensitive, urgent and precise information shared. OAISYS solutions document telephone-based verbal communications and enable simple retrieval, playback and sharing of those recorded conversations, helping to prevent miscommunication.
- **Collaboration:** In today's business world, teams of specialists regularly collaborate on various business projects, and group progress can be adversely affected by the communications that occur between team members. Voice documentation facilitates seamless, immediate transfer of critical data between associates, ensuring all involved parties are working from the most accurate and current information. Organizations benefit from shortened project cycles, improved operational efficiencies and decreased miscommunication errors.



## The Right Choice for Call Recording

OAISYS is the leading provider of call recording solutions for small- to medium-sized businesses (SMB) and call centers. We understand the unique challenges and requirements of the SMB market, and recognize that these companies demand the same level of performance, innovation and service as enterprise-level organizations. OAISYS makes call recording and voice documentation capabilities accessible to companies within the SMB market. Our Tracer and Talkument solutions affordably deliver the tools these businesses need to improve customer interactions, enhance knowledge sharing and achieve operational effectiveness.

Part Numbers:  
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To find out more about OAISYS and Tracer, please visit our website at [www.oaisys.com](http://www.oaisys.com).

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