

Tracer Overview:

Tracer is the industry's leading call recording and interaction management solution for contact centers. Tracer leverages OAISYS Portable Voice Document (PVD™) technology paired with advanced contact center management features, including customizable employee performance evaluations, live and automatic call monitoring, quality and resource utilization reporting and synchronized desktop video recording capabilities.



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System Compatibility:

Tracer is compatible with business communication systems from:

- Avaya
- Mitel
- Toshiba
- ShoreTel
- And many other standards-based IP and legacy TDM systems

Application Compatibility:

A free, system-level and Web Services Application Programming Interface (API) is provided with Tracer, enabling integrations with various predictive dialers, ACD and other contact center applications as well as commonly used business applications such as:

- Microsoft Outlook
- Salesforce.com
- Microsoft Dynamics CRM
- Microsoft SharePoint

Features & Benefits:

Using the Tracer contact center recording and quality assurance solution, call recordings across the enterprise become a vital part of developing effective compliance, process and risk management programs. Tracer call monitoring functionality ensures phone-based interactions are readily available for handling disputes and verifying transactions.

Tracer contact center management software provides robust, enterprise-class call recording capabilities and quality assurance functionality, including:

- **Secure Call Recording Reviewing and Sharing:** OAISYS PVD technology provides a secure means of reviewing, sharing and adding notes to call recordings.
- **Intuitive, Easy-to-Navigate User Interface:** Tracer's intuitive user interface with the call visualization feature simplifies contact center call recording review and auditing.
- **Live Call Monitoring:** Tracer's integrated Live Call Monitoring feature allows users to connect to one or more Tracer systems, each with up to 350 channels, to easily and efficiently monitor agent interactions with customers in real-time. Benefits include easy monitoring access to calls occurring across all nodes of the enterprise voice network, such as those handled in a remote or branch office.
- **Automatic Call Monitoring:** Tracer's Automatic Call Monitoring feature provides real-time automatic live monitoring of calls meeting criteria pre-defined by management. Supervisors may begin hearing a call that meets desired conditions instantly, or they can receive an immediate visual and/or audible notification of a situation requiring their attention. For instance, an agent call with an upset customer can be identified and resolved before resulting in potentially negative and costly consequences.

Offices:

U.S. Headquarters

7965 South Priest Drive,
Suite #105
Tempe, Arizona 85284

Tel: 888.496.9040

Fax: 480.496.9015

Website: www.oaisys.com

OAISYS Limited

Wellington House
East Road
Cambridge CB1 1BH
United Kingdom

Tel: 0844 736 6152

Website: www.oaisys.co.uk



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OAISYS Tracer Product Fact Sheet

- **Live Annotations and Coaching:** Tracer's live annotations and coaching capabilities enable supervisors to add text annotations directly to calls during live monitoring, permitting their observations to be captured in real-time. Integrated instant messaging lets supervisors coach agents directly and unobtrusively, allowing them to influence the quality of interactions. All annotations and coaching sessions are logged in context with the voice recording, making it easy to reconstruct contact center scenarios.
- **Quality Control Work Queues:** Tracer's quality control work queues allow users to create rules for the count and types of calls that supervisors must evaluate. This improves the speed and efficiency with which agent evaluations are completed, while also ensuring supervisor objectivity.
- **Automated Call Organization:** Tracer's automated call organization feature identifies calls that meet set criteria based on call filters, such as agent ID or extension lists, and categorizes them within a specific search folder, which streamlines performance evaluation. For example, a manager can easily review a folder comprised of only his or her sales agent calls.
- **Owner's Report:** Tracer's Owner's Report feature clearly reveals who is using Tracer, how often and for what purpose. This enables organizations to hold management accountable to their contact center oversight and quality assurance responsibilities.
- **Easy Search Capabilities:** Tracer's effortless organization and search capabilities allow a targeted call recording to be retrieved within seconds.
- **Customizable Agent Evaluations & Reporting:** Tracer's customizable call center agent evaluations and powerful quality reporting allow contact centers to proactively monitor, manage and improve workforce performance.
- **Optional Desktop Recording:** Tracer's optional synchronized desktop screen recording capabilities facilitate a more complete picture of agent activity.

Markets/Industries Served:

- Small-to Medium-sized Businesses
- Multi-site Large Enterprises
- Automotive Dealerships
- Healthcare
- Financial Services
- Public Sector
- Transportation

Awards:

- 2010 and 2009 TMC Product of the Year Awards
- 2010 TMC Labs Innovation Award
- 2010 TMC IP Contact Center Technology Pioneer Award
- 2010 TMC CRM Excellence Award



About OAISYS:

OAISYS® (www.oaisys.com) is a leading developer of call recording and contact center management solutions for a wide range of organizations, from small- to medium-sized businesses to multi-site large enterprises. The OAISYS voice documentation and interaction management solutions help companies within a variety of industries—including healthcare, automotive dealerships, financial services, and the public sector—attract and retain customers by digitally capturing phone-based interactions for simple retrieval, playback and management. Compatible with leading business communications systems, including those from Avaya, Mitel, ShoreTel and Toshiba, OAISYS Tracer and Talkument applications help companies improve risk management, quality assurance, customer retention, dispute resolution, regulatory compliance requirements and other critical business concerns. OAISYS is headquartered in Tempe, Arizona, and OAISYS Limited is located in Cambridge, England.

