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November 23, 2011

## Oaisys Bulletin

### *Version 7.1 Release and FREE Tracer Screen Recording Promotion*

Version 7.1 of the OAISYS solutions has been released to general availability. This latest version includes the following enhancements:

#### ***Live Desktop Video Monitoring***

This feature will benefit customers who use our optional Screen Recording feature. This enhancement allows monitoring or viewing of agents' desktops while they are live on a recorded call.

#### ***Caller Location Mapping***

This feature will allow the user to display a map that shows the location of the caller according to the caller's physical address or the longitude/latitude coordinate information. This information can be entered in several ways; ALL integration with a 911 system, 3rd party application (OAISYS API), user-entered information via the Desktop Client application or Customizable Call Columns in the Management Studio.

#### ***Cloud Licensing Service***

Hardware dongles are no longer required for licensing an OAISYS recording system, as this function will instead be administered by OAISYS via a web-based licensing interface. A few important items to keep in mind regarding this latest enhancement:

- Customers are provided with a lock number and registration ID
- A constant Internet connection to the OAISYS Recording System is required
- The OAISYS service (application) checks for new licenses with the OAISYS Automated Service Center (ASC) every 15 minutes by default
- If OAISYS ASC cannot be reached, an informative error message appears and an escalation process begins (call recording does NOT stop)
- A preprogrammed action can take place, such as sending an automated email to notify on-site IT personnel of an inability to reach the OAISYS ASC
- Connection uses Hyper Text Transfer Protocol Secure (HTTPS) and data encryption, and communication is always initiated at the customer site
- Hardware locks will still be made available upon request.

#### **OAISYS Promotion News**

From October 1, 2011 through December 31, 2011, the Tracer Screen Pass Promotion provides Tracer Screen Recording software **FREE** with any Tracer system purchase. Every qualifying order will receive the Tracer Screen Recording Base Software with 48 user licenses at no additional cost—a total value of over \$14,000 MSRP.