



Product Bulletin with Order Information

OAISYS Call Recording & Quality Management Portfolio – New System Base Pack and Archive Licensing

Reference #: PA20150037

Summary: EarthBend is pleased to introduce two new licensing configurations for the OIASYS Call Recording & Quality Management solution portfolio. These include a Call Recording 30-Port System Base Pack and Call Recording Archive System license.

Effective Date: March 1, 2015

Target Market / Opportunity / Positioning

Organizations in nearly every industry conducting all or part of their business by telephone must comply with a complex web of legal, industry and service-level compliance guidelines. OIASYS provides the most comprehensive solution for voice documentation compliance, offering an extensive array of exclusive features and functions to meet specific compliance needs, regardless of industry or unique requirements. When compared to other providers, OIASYS solutions offer a superior price point to meet the budget requirements of SMB and Midmarket customers.

- A typical customer for an OIASYS solution is usually characterized by one or more of the following purchasing drivers:
- Is concerned with compliance and risk management, and requires documentation of phone-based transactions for verification purposes. This is relevant in telesales, financial services, debt collections, human resources, healthcare, public utilities and contact centers with service-level agreements.
- Desires to facilitate fast, accurate transfer of information from real-time, phone-based communications to others after-the-fact, such as in project management, human resources and professional services.
- Requires the ability to review call handling performance for adherence to best practices and to develop personnel. This can apply in heavily regulated businesses, such as healthcare, financial services, public utilities, customer service centers, telesales and contact centers with formal management processes.

Product Overview / Features & Benefits / Description

New licensing options for the OIASYS Call Recording and Quality Management Portfolio are being introduced to allow dealer partners to better define system configurations that match their customer's recording needs.

Call Recording 30-Port System Base Pack:

OIASYS offers several system software base packages for its call recording solution to address the most common customer configuration requests. Within several markets, 30-port call recording systems are being requested. To support this, an OIASYS Call Recording Base Pack x30 has been introduced. This package includes: Call Recording Base (System) Software, thirty (30) Call Recording Licenses, and an unlimited user license for call recording search and access, and the real-time recording control client software that can be used with CTI-enabled or station-side installations. Please note, each new system may include only one base package. To expand the port count, additional Call Recording Licenses x1 are required.

- **52002885** OIASYS Call Recording Base Pack x30





Archive System License:

Software licensing for an archival database provides users with a complete compliance solution to fit their call recording and archival needs in any situation. Many compliance regulations require organizations to store data for years in the event a complaint or dispute arises. The system storage functionalities affords organizations the ability to enable automatic, targeted relocation from a primary database to an archival database that still enables instant search to access the same interface used to manage online recordings.

When combined with Variable Lifecycle Management functionality, any call in the archival database, in conjunction with its associated data and supplemental information (i.e., annotations and screen recordings) can be instantly retrieved.

Note: A customer-provided dedicated archive search server and SQL Server database (or virtual environment) is required.

- **54006570** OAISYS Call Recording Archive System License x1

Third-Party Opportunities

Over the years, the OAISYS solutions have become a trusted brand within the various telecom channels in which they are offered, and, as such, it is planned to preserve the OAISYS brand for those channels. These include: Allworx, Avaya, ShoreTel and Toshiba. Additional details relating to supported standards-based IP and legacy TDM systems can be discussed with your distribution partner EarthBend.

Warranty

Software Assurance and Hardware Extended Warranty are available with the OAISYS Call Recording solutions. Specific details are provided in a separate, associated Product Bulletin PA20140329.

Ordering & Pricing Information

EarthBend is the exclusive North American distribution source for OAISYS Call Recording Solutions.

To place an order for the parts below, please visit the [EarthBend Online Storefront](#) with your log-in.

First-time customers, please visit the [EarthBend Storefront](#) for an overview.

If you should require additional direction or assistance, please contact EarthBend:

Email: distributionsales@earthbend.com

Phone: 605.789.5700 Option 2





OAISYS Ordering Process / Information

New System w/ SWA	Renewals SWA only	Existing System Add Ons
<ul style="list-style-type: none"> • No quote needed. • Dealer Name • End user Information: Company name, contact name, address & phone number. • Brand of Phone System 	<ul style="list-style-type: none"> • A copy of the Quote from software_assurance@oaisys.com (hard copy please until we have access to the quotes) • Lock # • End user Information: Company name, contact name, address & phone number • Brand of Phone System 	<ul style="list-style-type: none"> • No quote needed. • Lock# • Dealer Name • End user Information: Company name, contact name, address & phone number. • Brand of Phone System

MFG Part #	Description	Product Overview and Pre-Requisites
52002885	OAISYS Call Recording Base Pack x30	Includes the Recording Solution's Base (System) Software, thirty (30) Call Recording Licenses, and an unlimited user license for call recording search and access, and the real-time recording control client software that can be used with CTI-enabled or station-side installations. Note: One-per system limit.
54006570	OAISYS Call Recording Archive System Licenses x1	Software licensing for an archival database provides users with a complete compliance solution to fit their call recording and archival needs in any situation. Many compliance regulations require organizations to store data for years in the event a complaint or dispute arises. The system storage functionalities affords organizations the ability to enable automatic, targeted relocation from a primary database to an archival database that still enables instant search to access the same interface used to manage online recordings. When combined with Variable Lifecycle Management functionality, any call in the archival database, in conjunction with its associated data and supplemental information (i.e., annotations and screen recordings) can be instantly retrieved. Note: A customer-provided dedicated archive search (or virtual environment) is required.

DISCLAIMER: Certain OAISYS products referenced within this document may not be available to all dealer partners. To purchase available products, OAISYS product certification is required.

