



## Product Bulletin with Order Information

### Update to Services for OAISYS Call Recording

#### Reference #: PA20140329

**Summary:** This bulletin releases Premium Extended Hardware Warranty parts for the OAISYS Call Recording/OAISYS Enterprise Server (4u server) hardware. This bulletin also introduces a new Implementation Service part for adding project hours to standard Remote Installation Services and clarifies the scope and coverage of standard Implementation Services. To permit the processing of existing orders, the [installs@oaisys.com](mailto:installs@oaisys.com) email address will be monitored **until January 1, 2015**. All new order activity after this date should be initiated with EarthBend per instructions in this bulletin. Refer to PA20140231 for the previous communication on these services.

**Effective Date:** December 1, 2014

#### Product Overview / Features & Benefits / Description

**Premium Extended Hardware Warranty services are offered in US and Canada only.**

OAISYS Call Recording Implementation Services are offered primarily as remote services and are positioned to improve end customer value from their solutions. These services cover most requirements, including different integrations, and are scalable to include the rules, requirements, and situations of the user.

#### Configuration Information

**Premium Extended Hardware Warranty for the OAISYS Call Recording/OAISYS Enterprise Server (4u server) hardware: offered in the US and Canada only.**

15 months of Hardware Warranty (from date of shipment) is provided on all new hardware components ordered with the OAISYS Call Recording solution. Hardware Warranty can be extended, and renewed, on an annual basis or up to a maximum subscription term of 5 years with Premium Extended Hardware Warranty. Advanced replacement/repair is provided for a failed component that is under subscription coverage. Refer to PA20140231 for complete details.

#### **OAISYS Call Recording Remote Implementation Services - Summary or Part Codes and Proper Use:**

Remote Implementation Services for OAISYS Call Recording provide a similar service construct that had been offered previously. This service is structured with a base service for up to 4 hours of remote implementation (OAISYS Part #53003654 - OAISYS Call Recording Remote Installation Service) and additional hours (#53003677 - OAISYS - Call Recording Implementation - 2 Additional Hours), previously known as "Service Units," for additional work to be used only when ordering the base service.

**Note:** Effective December 1, 2014, part number 53003677 replaces retired part number 53003376 that was included on any price lists and quoting tools.

To order OAISYS Remote Installation Services, please contact EarthBend, your exclusive North American distributor of the OAISYS call recording solutions, via email at [distributionsales@earthbend.com](mailto:distributionsales@earthbend.com).





Please also contact EarthBend via email at [distributionsales@earthbend.com](mailto:distributionsales@earthbend.com) if you need a quote / order with onsite work, custom development, integrations not listed below and for Call Recording solutions that will be implemented with other products.

#### **Quote Rules for Standard Remote Implementation Services:**

The base service is sufficient for many call recording solutions and includes hosting a call with customer stakeholders to gather solution requirements, designing a configuration, remotely programming the system, and following up with users after a week of operation. This service covers integration with a single PBX and programming a Call Recording system for up to 30 users with up to 5 call recording rules, up to 5 permissions, up to 5 reports, and up to 5 evaluation options (where applicable). These quantities are flexible up to 20%. If your quantities exceed these limits, then add hours per the rules below. Deliverables include a requirements worksheet and the documented configuration as built.

Additional hours may be purchased in blocks of 2 hours (2x part code 53003677). These hours may be used for any of the following situations and should be added to a base service quote. Note: additional hours are not deliverable-based but are provided on an elapsed delivery time basis.

- Add 2 hours for each increment of the quantities in the base implementation service, e.g., for each additional 30 users, 5 rules, 5 permissions, and 5 reports.
- Add 2 hours for assistance with networked configurations (multiple voice servers/screen recording servers)
- Add 2 hours for assistance with VMware configurations
- Add 2 hours for integration with an existing Dialer if it is one of the following:
  - IAT/CT Center
  - CR Software
  - TeleDirect
  - Mercury
  - TouchStar
- Add 6 hours for review and assistance with API-based integration with another Dialer (not on the list above)
- Add 2 hours for review and assistance with API-based integration with 3rd party applications and databases, e.g.:
  - CRM systems
  - SQL databases
  - Contact center reporting, etc.

#### **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](mailto: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"><li>• No quote needed.</li><li>• Dealer Name</li><li>• End user Information: Company name, contact name, address &amp; phone number.</li><li>• Brand of Phone System</li></ul>	<ul style="list-style-type: none"><li>• A copy of the Quote from software_assurance@oaisys.com (hard copy please until we have access to the quotes)</li><li>• Lock #</li><li>• End user Information: Company name, contact name, address &amp; phone number</li><li>• Brand of Phone System</li></ul>	<ul style="list-style-type: none"><li>• No quote needed.</li><li>• Lock#</li><li>• Dealer Name</li><li>• End user Information: Company name, contact name, address &amp; phone number.</li><li>• Brand of Phone System</li></ul>

MFG Part #	Description	Product Overview and Pre-Requisites
53003677	Call Rec Implement Add Hrs	OAISYS - Call Recording Implementation - 2 Additional Hours
50006725PW1	PrmHWSupp Oaisys Appliance 4u 1yr	OAISYS - Premium Hardware Support Appliance 4U - 1 Year

**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.

