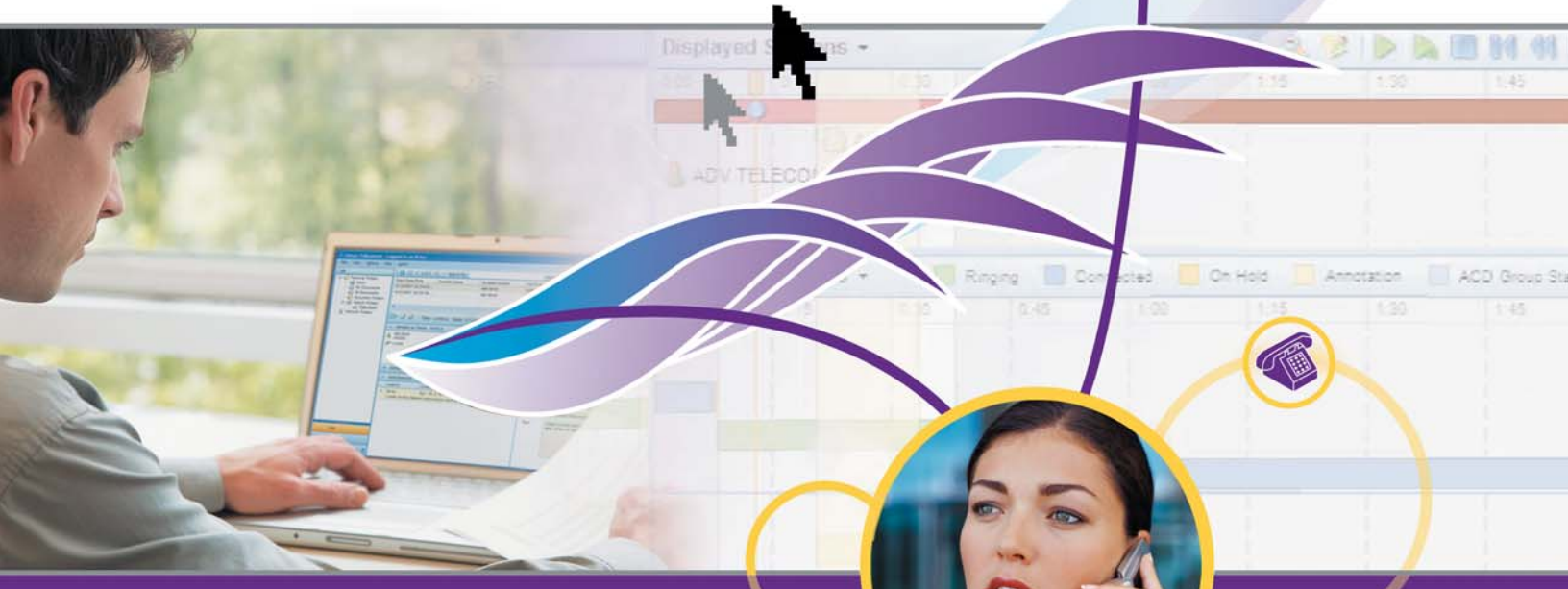


# Talkument™ and Unified Communications

VOICE DOCUMENTATION – IMPROVING COLLABORATION AND INFORMATION TRANSFER



Unified communications and collaboration solutions are generating significant word-of-mouth for the potential benefits they bring to businesses in the new “information economy”, a system where knowledge and information play an increasingly important role in economic activity. Technology advancements have made it possible for workers to easily access critical information, anywhere, anytime, on any device. However, even as communications obstacles are eliminated, one of the significant challenges organizations will face is how to productively harness and utilize this innovative technology to lower their expenses, increase operational efficiency, and truly leverage the value of their information assets. The most effective return on investment will come from those solutions that not only raise individual knowledge worker productivity, but enterprise and team collaboration as well.

The key role of unified communications is to enable responsive individual and team interactions by transforming information systems from being device-centric to people-centric. This is accomplished by converging previously independent technologies such as voicemail, e-mail, web conferencing and telephony. In fact, a true unified communications and collaboration solution is not an “off-the-shelf” product, but rather a joining together of these existing technologies and processes to yield new capabilities and greater efficiency.

Connecting business information through intelligent, people-centric network applications drives value creation if and when all required collaboration parties are available in a given context: real-time or as-available. At some point, however, there must be an intersection of real-time and as-available communications. The call center is talking to a customer *right now*, but the product expert is not available. How is this situation addressed? Talkument captures real-time telephony communications and creates a voice document to facilitate as-available communications. Talkument supports accurate and efficient information sharing when two or more parties begin communicating real-time and others need to be brought into the conversation as-available.



**Talkument**  
The Leader in Voice Documentation

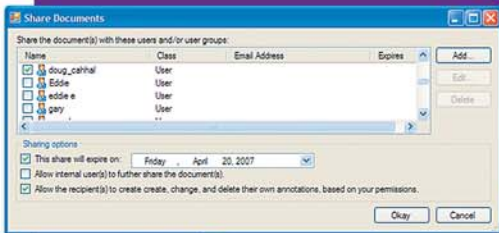
With Talkument, an individual's voice conversations are centrally documented through call recording and made available to store, organize, annotate and share with others. Now, phone calls and the information they contain are searchable, sharable content, similar to e-mail. When a user shares a voice document, the recipient is notified and provided a link to the document, rather than a copy of the file itself. Users can insert text annotations to further explain and clarify verbal content or to respond to a specific question within the voice document. Enhancing privacy and security, shared content can be set to expire and sharing restrictions can be included.

Initiating efficient and accurate information exchange helps drive process value—and Talkument delivers more in support of this endeavor. Talkument transforms voice communications into a library of searchable, accessible content for the organization. This reduces risk by giving the organization joint ownership over information, expertise and relationships with its employees, who previously had sole ownership. Businesses make tremendous investments to reduce risk of loss when it comes to tangible assets. Talkument helps businesses safeguard intangible assets at a time when they may be most valuable.

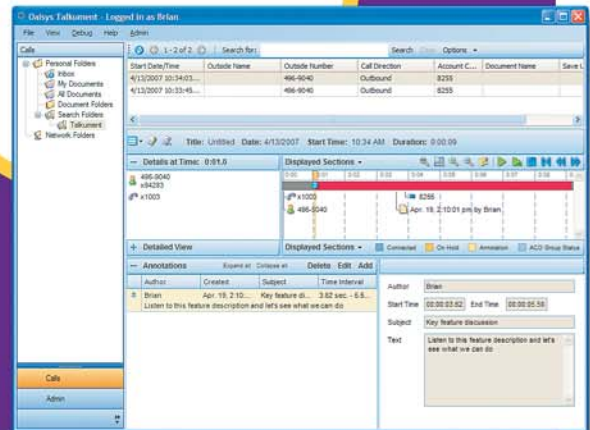
Talkument is packaged as an appliance for simplicity. It is contained in a customized 1U chassis that provides all necessary hardware and software. The Talkument solution seamlessly integrates into many communications networks to instantly deliver the benefits of voice documentation.



The Talkument interface allows easy access and organization of voice documents within an intuitive folder structure. Users can view the list of documents within a folder and preview any given voice document.



Users can securely share voice documents with other users and external contacts. Sharing involves sending a link to the document to other users or a temporary user account to external contacts. In each case, the Portable Voice Document technology ensures the voice document cannot be downloaded so it remains secure on the Talkument appliance.



As a personal voice documentation and collaboration solution, Talkument addresses the gap between real-time communications and knowledge sharing—an invaluable ability in a new business world where the process of communicating knowledge has become equally important to the process of creating it.



To find out more about how Talkument can help your company, please call 888.496.9040, or visit us at [www.oaisys.com](http://www.oaisys.com) or [www.talkument.com](http://www.talkument.com).

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