

OAISYS[®] and PCI Compliance

Enhancing Customer Data Security



Fighting Identity Theft and Fraud

Fraud and identity theft continues to escalate at an astounding rate, and businesses that record their calls must help to curtail that trend by ensuring compliance with the Payment Card Industry (PCI) Data Security Standards. The PCI Data Security Standards were created to safeguard the personal and financial data customers provide to retailers, banks, service providers, and credit card companies, and help those companies to identify and properly address common vulnerabilities of recorded transactions that may be exploited. As an example, PCI security standards state that payment card information can only be retained for a defined useful life and must be protected using network security. If payment card information is contained alongside personal identification information, such as a PIN or security code, then it should also be encrypted.



Robust, Integrated Security Features

OAISYS call recording and voice documentation solutions enables businesses to automatically record, store and organize telephone conversations and, optionally, associated screen activity. Because Tracer and Talkument[®] enable recordings to be automatically purged based on their age, they can comply with the useful life retention policy of PCI security standards. Additionally, our software is permissions-based, so only authorized users can access call data. Tracer and Talkument offer unlimited capacity for user accounts, and individual access can be limited to only the specific data required for specific job functions. Automated archiving capabilities make it possible to transfer recordings from the system to any network storage device, including one with hardware encryption. OAISYS utilizes the maximum 1024-bit encryption rate, far surpassing the minimum 128-bit encryption rate required for PCI Compliance.

OAISYS patent-pending Portable Voice Document (PVD[™]) technology enables access to call recordings via encrypted media file streaming. Recordings never leave the central location on which they're stored and cannot be manipulated or altered, ensuring full control is maintained at all times over sensitive call data. OAISYS PVD technology also provides for selective sharing of specific call segments, ensuring recipients can only listen to the sections they were meant to hear. Sharing permissions limit the length of time a recipient will have access to a recording, or if it can be shared further. An administrative interface also provides activity tracking functionality via log files showing the date, time and user name associated with the access of any call recording.

OAISYS solutions also allow sensitive information, such as credit card numbers and security codes, to be blocked from inclusion in call recordings. This is accomplished using an agent initiated manual trigger within the included OAISYS Recording Client that simply adds start and stop points surrounding the targeted data.

Additionally, OAISYS delivers a free, system-level Application Programming Interface (API), designed to leverage open technology and provide an easy development and deployment environment. Many other vendors charge a premium for such API capabilities, but OAISYS provides this free of charge, further enhancing the overall value and utility of the recording system.

A company could utilize the OAISYS API to enable their IT staff to integrate start/stop recording capabilities from within their CRM application. For instance, when an agent places their mouse over a credit card number field, recording could stop. When the agent hits the Enter key or moves away from the field, recording could begin again.

Reliable Monitoring Capabilities

OAISYS also offers an extensive alarm system and a real-time view of all recording ports. The alarm system is capable of logging events, automatically sending notification emails and issuing commands to external software applications.

The system is threshold-based, allowing for up to eight thresholds to be defined with corresponding actions. A less severe alarm might result in a log file update, while a more severe alarm can generate an email to the administrator or a command to our external Tracer Chat software application to deliver a broadcast instant message. Administrators can easily view the status of all ports to see which are operating, which are busy and which might be in an error state.

Powerful. Versatile. Affordable.

Our Tracer call center management software delivers a host of features which empower managers, supervisors and agents to enhance workforce performance, including live monitoring, reports and evaluations. OAISYS provides flexible, cost-effective hardware configurations delivering from 18,000 to 75,000 hours of recording storage, and we offer a variety of audio connections (trunk-side, station-side and IP recording) to ensure the right fit for any organization.

OAISYS delivers unrivaled innovation by providing an unlimited user license for Talkument, our personal voice documentation and collaboration solution, with every Tracer software deployment. The pairing of Talkument with Tracer extends the benefits of voice documentation outside the contact center walls, creating an organization-wide interaction management system that optimizes information exchange and revolutionizes the customer experience.

Protect Call Data and Preserve Customer Loyalty

- **Automated Recording Management:** Call recordings can be automatically purged based on their age, ensuring compliance with a useful life retention policy.
- **Permissions-based User Access:** Only authorized users can access data, ensuring call recordings are handled properly and in accordance with company and regulatory guidelines.
- **Secure Recording Archival:** Tracer software can automatically move call recording data from the system to any network storage device, including one with hardware encryption.
- **OAISYS PVD Technology:** Patent-pending OAISYS PVD technology enables 1024-bit encrypted media file streaming of call recordings, selective sharing of specific call segments and easy assignment of share expiration dates.
- **Free OAISYS Developer Toolkit API:** Enables custom integration with third-party software and dynamic control of the OAISYS Recording Client.



To find out more about OAISYS,
Tracer and Talkument,
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