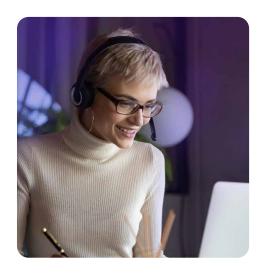ATMOS

An AI-Driven Call Recording, Quality Assurance, Voice Analytics & Compliance Solution

Atmos is an award-winning compliance call recording, quality assurance, agent evaluation, and AI-analytics service platform for businesses of any size. Cloud-native technology offers the ultimate in scalability, eliminating the cost and burden of traditional on-site hardware systems.

Call Recording

Atmos securely captures and stores all of your calls. We support 99% of all telephony platforms including Cisco, Avaya, Asterisk, Metaswitch, Netsapiens, Microsoft Teams, Skype for Business, and many more.

Compliance

CallCabinet provides solutions for all of your call recording needs to support global regulatory compliance with: HIPAA, GDPR, PCI, MiFID II, DFA, MADII, ESMA, UK FCA, US FTC, SOX, FICA, POPI & FAIS.

Voice Analytics

Gather precious insight into your customers' experience and agent interactions through Atmos Analytics. Search powerfully and simply with keyword & key phrase solutions.

Artificial Intelligence

Atmos offers robust Natural Language Processing which provides best-of-breed speech analytics. Atmos AI understands and organizes your unstructured call recordings into actionable data.

Quality Assurance

Use our agent evaluation tools to quickly resolve disputes, expertly train your staff, maintain compliance, and optimize the customer experience.

Born In The Cloud

CallCabinet pioneered cloud-based compliance recording and continues to innovate and lead in the shift to UC and remote work.

Features

◈ Finserv-Strength Call Recording Compliance

◈ AI-Analytics

◈ Agent Evaluation

◈ Screen Recording

◈ Quality Assurance

◈ Automatic PCI Redaction

◈ Future-Proof SaaS

◈ UC Recording Solution

◈ Military grade security

◈ Cloud-based Infinite Storage

◈ 99.999% (Five Nines) Uptime

Atmos Key Features

Atmos leverages true Cloud security infrastructure, redundancy and a 256-bit AES rotating encryption method for GDPR, MiFID II, HIPAA, and other compliance standards.

Compliant, Secure & Redundant

Whether calls need to be recorded for staff training, dispute resolution, compliance or security reasons, Atmos provides complete flexibility and scalability without sacrificing affordability. Explore the full feature set and how Atmos integrates seamlessly with any telephone system or UC platform.

Atmos Key Benefits

Communication Insights

Through Atmos Analytics, recorded calls and screens can be automated for caller sentiment, content, communication method and many other key performance indicators, allowing your organization to better understand your customer experience.

Atmos When You Want It

Through our self managing subscription plan, customers have full access to their storage plan and licensing. Advanced features such as Voice Analytics, Quality Assurance, PCI DSS masking, screen and fax capture can be added when needed.

Maximum Speed & Throughput

Our Atmos service resides in a high-speed network of global data centers, making it a true cloud technology. We leverage the true native Cloud technology of Atmos to provide unlimited bandwidth and storage for our customers and partners to optimize their experience.

Compliance to the Core™

Call us today to take advantage of cloud-native enterprise-class compliance recording.

United States	Australia	South Africa	United Kingdom	Germany
HEADQUARTERS	REGIONAL OFFICE	REGIONAL OFFICE	REGIONAL OFFICE	REGIONAL OFFICE
INT. TEL +1 561.235.7699	TEL +61 431.495.249	TEL +27 11.554.4450	TEL +44 330.118.0000	TEL +49 6071.1803997
TEL +1 800.653.1389				

WWW.CALLCABINET.COM   INFO@CALLCABINET.COM

callcabinet