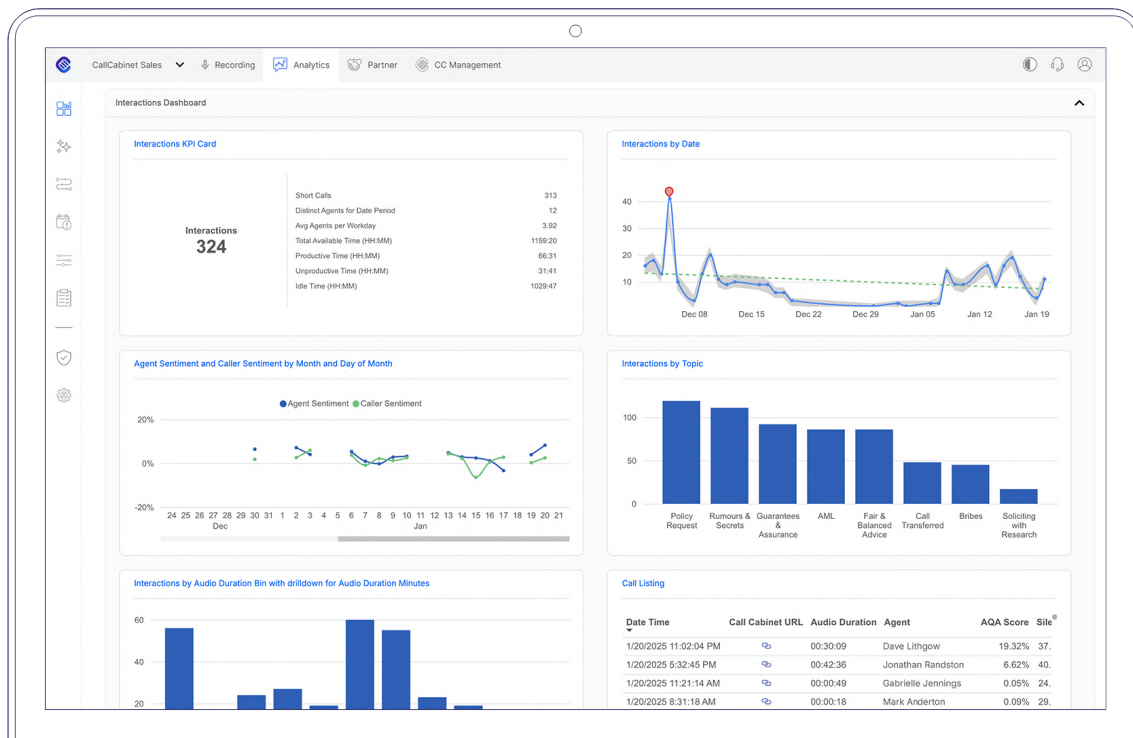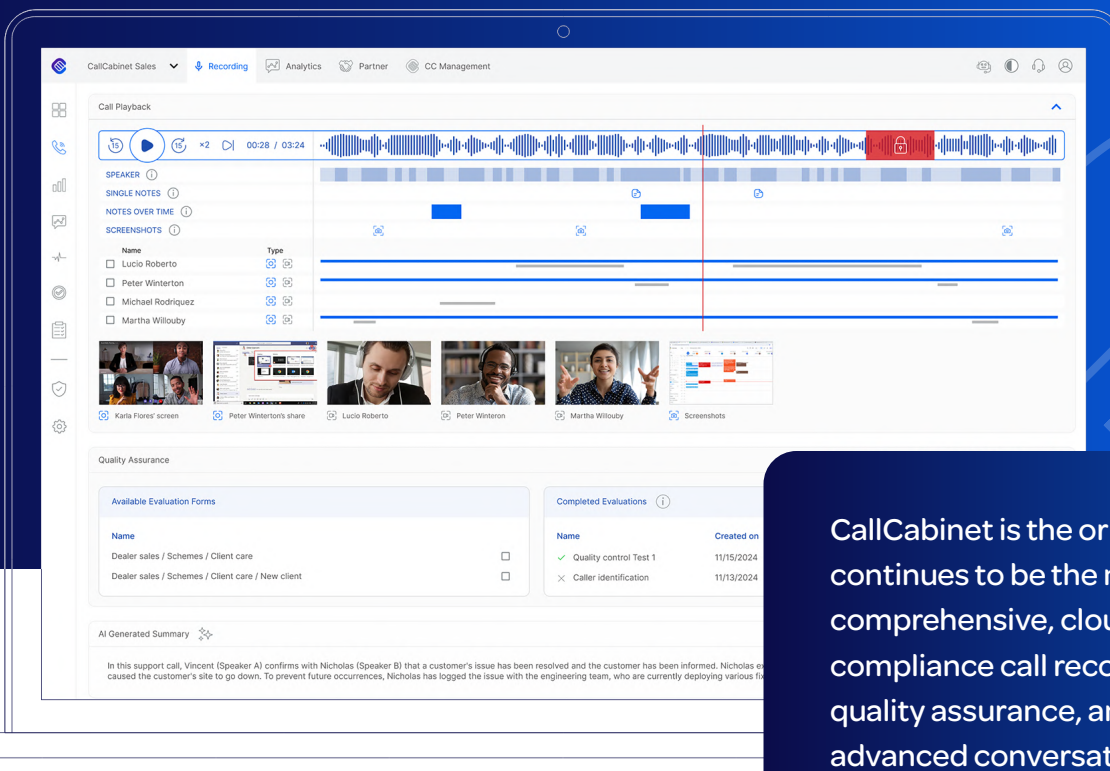# callcabinet
A **Smarsh** Company

COMPLIANCE FOR EVERY INDUSTRY

How Businesses Leverage CallCabinet

There are many call recording and analytics solutions out there, but not all are equal. Most are designed to accomplish specific tasks, whether that's compliance, quality assurance, or simply voice data storage. With so many solutions to choose from, wouldn't it be great to have one that does it all?

With CallCabinet, you get compliance call recording, AI-driven analytics, and so much more...

CallCabinet is the original and continues to be the most comprehensive, cloud-native compliance call recording, call quality assurance, and advanced conversation analytics solution available.

CallCabinet offers your business...

◈ **Future-proof Compliance**

Every business in every country is subject to compliance laws, mandates, and regulations. Whether your business operates in the world's most heavily regulated industries or not, knowing your call data is recorded, stored, shared, and analyzed in full compliance with every regulation has immense value and importance. GDPR, PCI DSS, Dodd-Frank, HIPAA, MiFID II, FCA, SEC, POPI, and many more are all automatically taken care of.

Comprehensive compliance and security automatically mitigates business risks and protects your organization and clients. With CallCabinet, you can easily respond to regulatory requests and audits in real-time with complete security logs and proactively train staff members for compliance and customer experience. Plus, it's future-proof — meaning you never have to worry about updating systems for compliance again, as this happens regularly and automatically.

◈ **Worldwide Data Sovereignty**

Data sovereignty is a crucial requirement for many compliance regulations worldwide, and CallCabinet gives you access to data centers across the six most economically active continents, backed by global support. Your data is always accessible and never needs to be moved between countries or locales.

◉ **Seamless Integration With Any Platform**
CallCabinet is certified to integrate with all unified communications (UCaaS), contact center (CCaaS), IP-PBX and telephony platforms, or any combination of these. From Microsoft Teams, Cisco Webex, and Zoom to Bloomberg Vault and SteelEye – your organization's data will remain compliant at every point.

◉ **A Workforce Without Bounds**
More and more employees are opting to work remotely, and organizations worldwide are rapidly enabling this shift. Whether on-premise, hybrid, or remote, your organization's workforce can enjoy the freedom to make or take calls anytime, anywhere, and remain compliant.

◉ **AI-Powered Conversation Analytics**
Navigate seamlessly from high-level overviews to the depths of individual interaction journeys. Advanced functionality guides users through detailed data landscapes quickly and with precision, enabling a swift and more intuitive exploration. Access detailed analyses of each interaction, including sentiment analysis, call summaries, key actions, and the ability to query the conversation data for in-depth exploration.

◉ **Enhanced Dispute Resolution**
Know what your team has committed to, what your clients ordered, the agreed-upon pricing, or customer and technical support requests – all at your fingertips. With CallCabinet, your business will know exactly what is going on at any given time, with nothing left to chance.

◉ **Complete Control At a Granular Level**
Not every person in your organization requires the same level of call recording, quality assurance, or voice analytics. Robust granular controls let you set access to features at the organization, department, group, team, and individual levels. Capture, archive, and analyze every interaction with industry-leading permission controls.

CallCabinet allows you to leverage actionable conversation intelligence in minutes.

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◈ **In-Depth Employee Performance Intelligence**
Keeping your customers happy starts from within, and with CallCabinet, you can evaluate, coach, and improve employee performance. Use agent screen capture to know what else happens during an interaction and give you the insight you need to ensure quality outcomes. Plus, best-in-class reporting delivers actionable data that reveals strengths and weaknesses in your customer care process.

◈ **Unsurpassed Customer Intelligence**
Gain a competitive edge with CallCabinet's next-generation artificial intelligence (AI). Natural language processing (NLP) tracks context and emotional cues for sentiment analysis. Change of heart, tone, pacing, word choice, and other telling metrics are all monitored throughout every call.

◈ **Improved Customer Experience (CX)**
With both employee performance intelligence and customer intelligence at your disposal, improving your CX is easy. Excellent customer service goes beyond being friendly; it creates authority and accuracy – ensuring an end-to-end customer experience that is second to none.

◈ **Lowest Total Cost of Ownership (TCO)**
Eliminate costly legacy systems, hardware, and maintenance investments. Designed as a cloud-native software as a service (SaaS), CallCabinet is always up-to-date, has zero downtime and offers the lowest TCO.

◈ **An Exclusive Data Migration Program**
If your call recording data is being held hostage by premise-based or proprietary systems, CallCabinet can help unlock your data and migrate it to the cloud. In the past, many organizations were forced to maintain both premise-based and cloud recording systems simultaneously to maintain compliance. This is no longer the case, and your data can be moved to the cloud to mine business intelligence without compliance failure.

For increased business agility, contact us today!

bsi ISO/IEC 27001 Information Security Management CERTIFIED

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