



CallCabinet



A WORLD CLASS CONTACT CENTRE CALL RECORDING AND QUALITY MANAGEMENT SOLUTION

FEATURES

CONTACT US NOW!

Tel: 1 (800) 653-1389

www.callcabinet.com

- Voice Logger enabled seamlessly on any Com.X PBX
- Fully Compliant (FICA, FAIS, POPPI, CPA)
- No additional hardware required
- All calls securely recorded
- Fully redundant and backed up
- 99.99% availability
- Call statistics on landing page
- Unlimited growth potential
- Web based (HTML5 architecture)

WHAT CAN YOU EXPECT FROM CARBON



The CallCabinet Carbon suite incorporates the latest best practice in international call recording. Combine this with state-of-the-art functionality and partnerships with world-renowned hardware suppliers, and you get a trusted, stable and secure solution that can be customised to your specific business requirements.

Our global partnerships with key support vendors, enables us to supply, integrate and support our products with the speed and efficiency all clients expect and deserve.

Whether you operate a call center, back office or trading floor, or you simply require impeccable records of phone transactions with clients and employees, the CallCabinet Carbon suite delivers the reliability, flexibility and security you'd expect from an industrial-strength, state-of-the-art call recording solution.

We look forward to hearing from you!

All CallCabinet Carbon installations include support and backup well as the unique Call-Cabinet Alert feature, ensuring that every call is recorded all the time, every time.

ADDITIONAL FEATURES

- SSL Security
- Advanced security
- Multi-site support
- Mobile compatible
- On demand recording
- 256 bit AES encryption
- Unlimited growth potential
- Easy setup of agents and supervisors
- Call statistics showing number of calls recorded - total, daily and weekly
- Access and playback via web browser
- Cloud storage and amount of GB storage used
- Seamless Voice Logger enabled on any Com.X PBX
- Log of who has played, downloaded or emailed calls - audit trail



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Brought to you by

Call Details 201220800000898

Flag
 Quality Control
 Email
 Download

Assigned to (Re-assign)		Call Info		Access Log		
	Name: Jennifer Dean	Phone Number:		Access By	Type	Date
	Extension: 238	Caller ID: Anonymous		Jason Smith	Call Created	16 Dec 2014
	Email: j.dean@callcabinet.com	Start Time: 2014-08-31 13:39:24		Mike Miller	Open Details	17 Dec 2014
	<input type="checkbox"/> Personal Call	End Time: 2014-08-31 13:40:50		Andrea Morgan	Call Created	17 Dec 2014
	Call Duration: 1m26s	Call Duration:		Tiffany Rogers	Open Details	22 Dec 2014
	Direction: Incoming	Direction:		Gonzalo Montes	Open Details	03 Jan 2015

Call Playback 7037363116 - 17 Dec 2014 16:21:45

00:00 10:05 16:18 22:55 25:28



CALLCABINET CARBON MODULES

The CallCabinet Carbon Suite includes CallCabinet CallTracker, CallCabinet QualityTracker, CallCabinet Live Stats, CallCabinet Client and CallCabin Alert. Together, these, provide an all-in one solution that enhances an organization's ability to listen to and understand customers' wants and needs, ensure service, level goals are met and maintained, and increase call center productivity, quality and effectiveness. This results in more secure and streamlined business processes, improved customer service, and liability and compliance control – resulting in increased customer retention, sales and profit.



CALLCABINET CALLTRACKER

- Securely record, store and play back all voice communications
- Minimize exposure to disputes
- Mitigate risk of reputation damage
- Improve internal policy compliance
- Protect against liability suits
- Minimize legal risks and costs
- Comply with increasing corporate and governmental regulation

CALLCABINET QUALITYTRACKER

- Evaluate employee performance
- Gain insight into how your customers experience your business
- Develop corporate best practices and procedures for your organization
- Create effective training programs for your agents
- Improve customer service levels
- Boost customer retention
- Optimize your workforce

CALLCABINET CLIENT

- Takes screenshots during agents phone calls
- Provides backup to what was discussed
- Agents can add notes during the call
- Pre-populated pop ups for agents to complete
- Time interval of screen shots can be customised
- PPI - compliance intergration

The screenshot displays the CallCabinet interface for a call with ID 201220800000898. The interface is divided into several sections:

- Call Details:** Includes an 'Assigned to' section with an agent's photo (1), name (Jennifer Dean), extension (238), and email (j.dean@callcabinet.com). A 'Personal Call' checkbox is also present.
- Call Info:** Provides details such as Phone Number, Caller ID (Anonymous), Start Time (2014-08-31 13:39:24), End Time (2014-08-31 13:40:50), Call Duration (1m26s), and Direction (Incoming).
- Access Log:** A table showing access history with columns for Access By, Type, and Date.

Access By	Type	Date
Jason Smith	Call Created	16 Dec 2014
Mike Miller	Open Details	17 Dec 2014
Andrea Morgan	Call Created	17 Dec 2014
Tiffany Rogers	Open Details	22 Dec 2014
Gonzalo Montes	Open Details	03 Jan 2015
- Call Playback:** Features a timeline (8) with an oscillogram (12) and call transfer information (13). A note (9) is displayed at the bottom. A desktop screenshot (14) is also visible.
- Quality Control:** Contains three sections for evaluation: 'Intro' (2), 'Greeting' (3), and 'Problem Solving' (4). Each section has radio button options for 'Yes', 'No', 'Could be better', and 'N/A'. A 'Vertical Mode' button is at the bottom right.

CALLCABINET INTERFACE

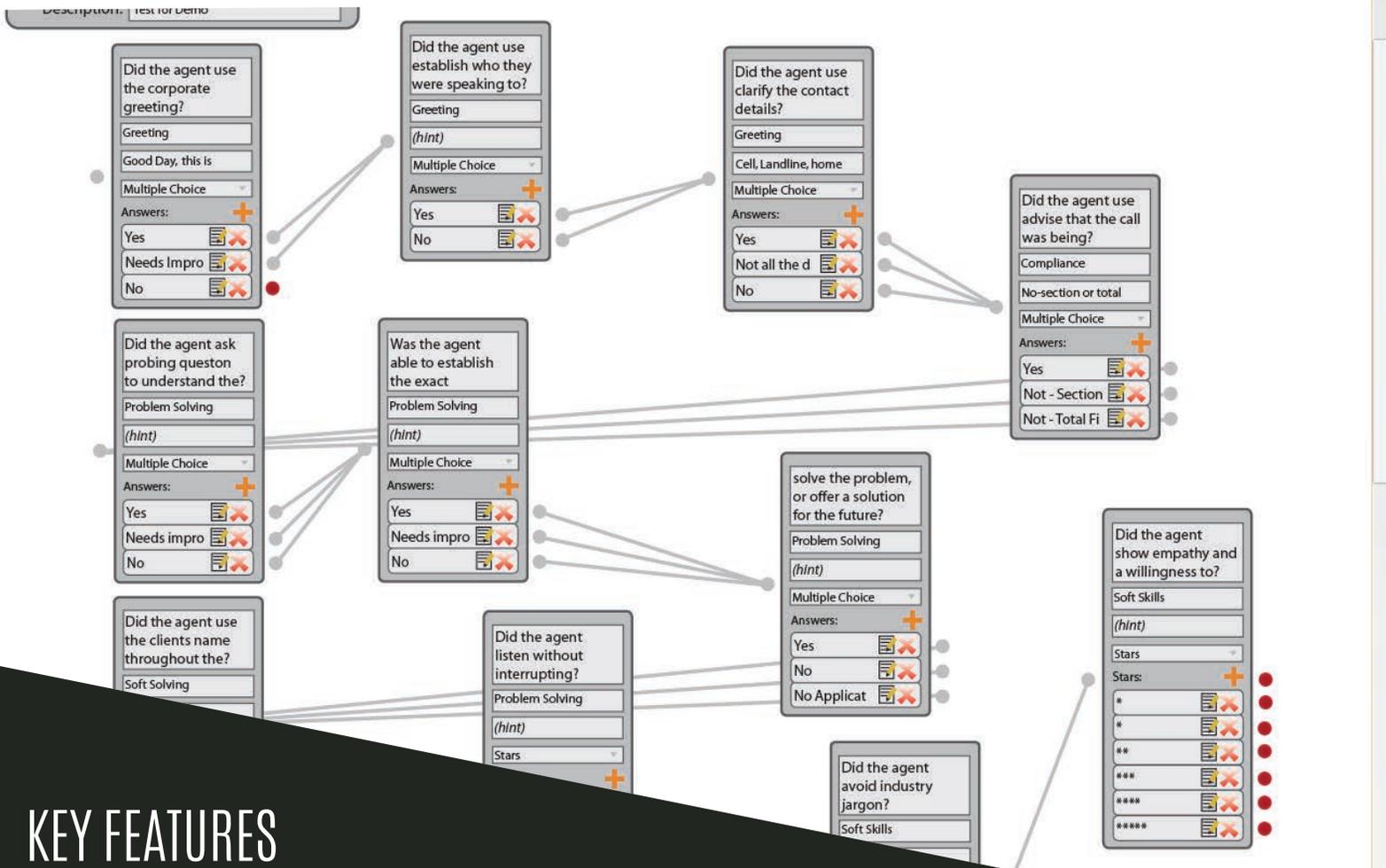
- 1 Agent imaging**
 - Displays the image of an agent associated with a specific extension
- 2 Agent information**
 - Details the name, extension and email address of the person on the call
- 3 Detailed call information**
 - Displays call-specific information, such as caller-ID, date, time and call duration
- 4 Flag a call**
 - Allows an authorized user to flag a call for quality control or review by a supervisor
- 5 Call history and audit log**
 - Secure log of every event pertinent to a call. For example, when a call was accessed, and by whom whether permission to access the call was approved or denied and whether a call was transmitted to another entity
- 6 E-mail a call**
 - Allows users to email a copy of the call to single or multiple email addresses
- 7 Download a call**
 - A decrypted copy of the call can be downloaded to a computer in .WAV format
- 8 Note display**
 - Displays notes created on the call over time
- 9 Time-specific notes**
 - Shows notes created at a specific point in time during the call
- 10 Notes over time**
 - Shows notes created over a period of time within a call
- 11 Screenshots over time**
 - Displays the points in time during a call that desktop screenshots were taken
- 12 Oscillogram**
 - Visual representation of all sound being recorded
- 13 Call transfer information**
 - Visual representation of all extensions that participated in the call
- 14 Desktop screenshot**
 - Displays screenshots of all desktop activity occurring during a call
- 15 Quality control**
 - Allows a supervisor to perform customized quality control questionnaires from within the visual call representation. There is no need to access external systems and screens

CALLCABINET QUALITY CONTROL



CallCabinet Quality Control offers QA specialists an opportunity to use a state-of-the-art QA system. Templates include a decision tree-based format which allows for dependancies between questions and sections. A answer options include “not applicable”, “total template fail”, “section fail”, “star based scoring”, “multiple answers per question” and “sliding bars”. Personalised templates can be written directly into CallCabinet or imported from a spreadsheet.

The reporting feature in CallCabinet, provides users with multiple reporting options, for example, comparing agents scores, over weeks or months; comparing the scoring between team leaders and the QA specialists; and comparing scores of various teams and groups.



KEY FEATURES

- Web-based interface - user friendly and intuitive
- Easy to read visuals with eye-friendly colors
- Widget home page showing number of calls for today, this week and per month
- Rapid interface load time
- End-to-end encryption
- Granular security profiles
- Audit trail monitoring
- Multiple call search criteria
- Advanced remote link support for multiple sites
- Desktop screen capture and note taking
- Dynamic QC note capture
- Quality management with decision tree based QC
- Advance QC reporting
- Unlimited expansion
- Third-party data integration tools
- Advanced user management and archiving
- Automatic Data
- Alert remote monitoring



CALLCABINET ALERT

At CallCabinet, we pride ourselves not only on having one of the most skilled and professional support staff in the industry, but also having developed powerful tools that enable our support teams to proactively support our clients by detecting and repairing any issues before they become problems. CallCabinet Alert is a next-generation customer support tool. It allows our support teams to remotely monitor and proactively support our clients. CallCabinet Carbon installation 24/7.

Benefits of CallCabinet Alert

70% of call recording systems are accessed only when the need arises. That is usually the time when companies discover that the call recording system was down at the precise time the crucial call was made. Inability to recover the recording could cost thousands, if not millions, of dollars. At Call Cabinet, we considered incorporating a system that would send out alerts in the event of a system failure. But we rejected this because:

- Who would monitor and react to the alerts
- Would they be lost in the flood of daily alerts generated by all IT systems?
- What if the call recording server was down and no alerts could be sent?

So we came up with a revolutionary alternative: CallCabinet Alert

How it works

Using the latest communication technologies, CallCabinet Alert reports back to our regional support servers on a regular basis with details about your CallCabinet Carbon installation. We monitor a multitude of variables ensuring that your system is operating as it should at all times.





THE CALLCABINET DIFFERENCE

Lowest total cost of ownership

CallCabinet Corporation strives to develop cost effective industrial strength applications with the lowest total cost of ownership in the industry. We understand the importance of implementing solutions that are not only affordable at the time of acquisition, but in the future as well. Our unique CallCabinet Alert feature contributes to the low total cost of ownership of our systems by reducing the costs associated with expensive IT personnel and support contracts, and by remotely monitoring and proactively supporting all CallCabinet installations.

Integration

CallCabinet Carbon includes a number of the latest powerful integration tools, which allow our clients access to standard data from the CallCabinet Server, and client-specific search and reporting requests. Our basic integration tools include XML-RPC, SOAP XML Based Web services, WCF and client specific APIs.



Flexible licensing

CallCabinet Corporation offers a variety of ways to license your CallCabinet Carbon solution. Whatever your budget, whatever your infrastructure and whatever your methodology – it is important that your licensing option fits your corporate environment and budget. CallCabinet offers per extension/agent licensing, per port/channel licensing and complete site licensing models.

Latest technologies

CallCabinet Corporation utilises the latest HTML5 web based technologies. This gives CallCabinet the ability to bring unrivalled features and broader controls into our web-based interfaces providing a superior and more productive user experience.

CALLCABINET OFFERS THE FOLLOWING THREE EDITIONS OF ITS CALL RECORDING AND QUALITY MANAGEMENT SOLUTIONS:

Express Edition

Up to 60 channels
1 supervisor license and
CallCabinet Alert included

Professional Edition

Unlimited channels
2 supervisor licenses and
CallCabinet Alert included

Enterprise Edition

Unlimited Channels
Unlimited supervisor licenses,
CallCabinet included

To see a complete list of features visit:
www.callcabinet.com



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Carbon

by CallCabinet