CallCabinet

Carbon
by CallCabinet

A WORLD CLASS CONTACT CENTRE CALL RECORDING AND QUALITY MANAGEMENT SOLUTION

FEATURES

- Call recording enabled seamlessly on any PBX
- Fully industry compliant
- No additional hardware required
- All calls securely recorded
- Fully redundant and backed up
- Five Nines (99.999%) availability
- Call statistics on landing page
- Unlimited growth potential
- Web based interface

CONTACT US NOW

Tel: 1 (800) 653-1389

www.callcabinet.com

WHAT CAN YOU EXPECT FROM CARBON

Carbon
by **CallCabinet**

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.

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

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 for you!

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 call recording enabled on any PBX
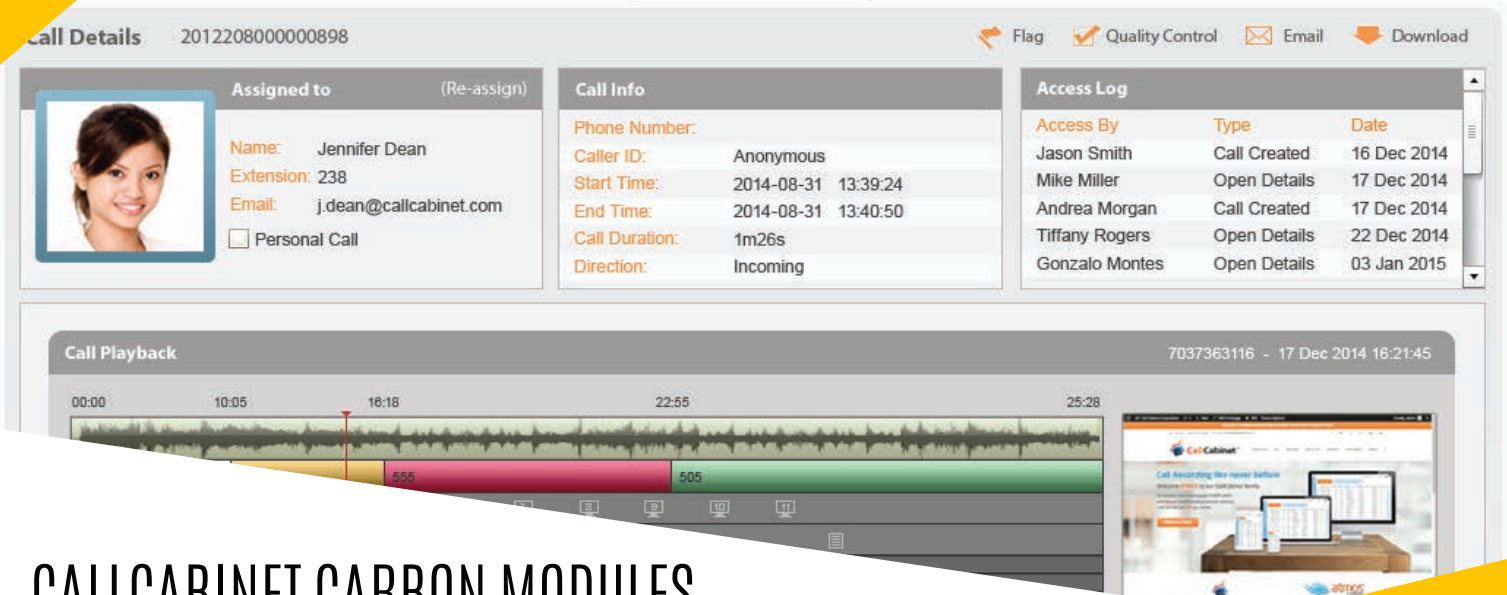- Audit trail of who has played, downloaded or emailed calls

Call Details 2012208000000898

Flag · Quality Control · Email · Download

Assigned to (Re-assign)

Name: Jennifer Dean
Extension: 238
Email: j.dean@callcabinet.com
☐ Personal Call

Call Info

Phone Number:
Caller ID: Anonymous
Start Time: 2014-08-31 13:39:24
End Time: 2014-08-31 13:40:50
Call Duration: 1m26s
Direction: Incoming

Access Log

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 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 CallTracker, QualityTracker, Live Stats, Desktop Client and Alert. Together, these, provide an all-in one solution that enhances an organizations 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.

CALLTRACKER

Securely record, store and play back all voice communications

Minimize exposure to disputes

Mitigate risk of reputational damage

Improve internal policy compliance

Protect against liability suits

Minimize legal risks and costs

Comply with increasing corporate and governmental regulation

QUALITY TRACKER

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

DESKTOP CLIENT

Takes screenshots during agent's phone calls

Provides backup to what was discussed

Agents can add notes during the call

Pre-populated pop ups for agents to complete

PCI - compliance intergration

**CallCabinet Alert – Proactive site monitoring**

CALLCABINET INTERFACE

1 Agent image
• 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
• Allows users to email a copy of the call to single or multiple email addresses

7 Download
• 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 decison 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 Carbon, 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.
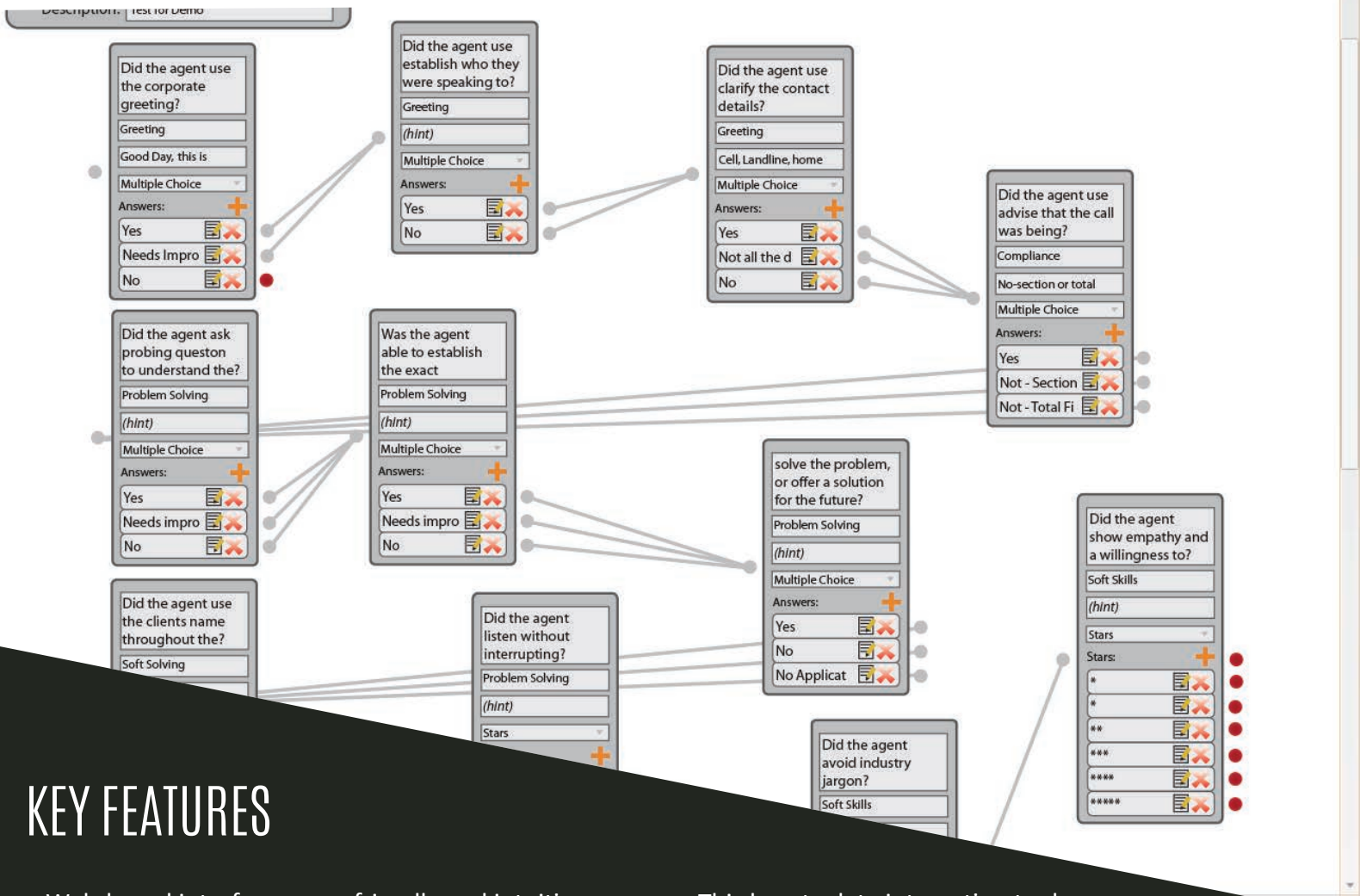
KEY FEATURES

- Web-based interface - user friendly and intuitive
- Widget home page showing number of calls daily, weekly and monthly
- 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
- 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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