# CONTINEO
VIRTUAL COMMUNICATIONS

# CALL RECORDING

## 01 | For the record

For most businesses, call recording is mandatory for compliance purposes, as well as a key quality assurance or training requirement.

Until now, implementing an enterprise call recording solution has seemed like a daunting task, involving costly, complex on-site recording equipment and storage systems.

Atmos
by CallCabinet

**"What gets measured gets done!"**

Today you can conquer these challenges by subscribing to Contineo's cloud-based recording service running ATMOS by CallCabinet.

## 02 | Note the difference

Conventional call recording solutions use costly proprietary platforms that provide vendor-specific, low-level APIs, meaning you have to deal with drawn-out service deployments and complex system integration.

Contineo makes recording your business calls as simple as one click, by delivering hosted telephony and call recording from the cloud.

Whether you need to record local or remote calls for staff training, dispute resolution, compliance, or security reasons, the Contineo solution gives you complete flexibility, scalability and unlimited storage of calls on a highly secure and backed-up platform.

For more information, visit **www.contineo.co.za**

# 03 | The way it works

The CallCabinet Call Recording solution is integrated into the Contineo voice platform.

This provides rapid service deployment and ensures that the SIPREC protocol offers crystal clear recording quality.

All calls are encrypted at source and safely stored in a secure and scalable cloud platform.

Directly through the web interface, customers have the power to manage retention policies, in line with regulatory and compliance requirements.

# 04 | All the proof you need

ATMOS by CallCabinet offers you a rich set of features to ensure call recording works for your business. These include:

- Encrypted and compliant call recording – ensure your calls stand up to the strictest scrutiny in the event of a dispute

- Easy-to-use web interface – make call recordings accessible to all staff that require access to them with a range of permission parameters

- Scalable cloud storage – the OPEX model empowers you to grow your storage capacity as your business requires, saving on hardware and IT resources

- Screen capture – capture agents' screen activity during a call, to ensure work streams and process are followed, in line with business policies

- PCI-DSS compliance – safeguard sensitive credit card details by ensuring it is not recorded

- Agent evaluation and training – ensure your agents perform at their best, and consistently deliver the highest levels of service to your customer

- Agent and supervisor notes – capture notes, per call, for future reference

- Call scoring templates – build scoring templates to fairly and consistently evaluate all agents on their KPIs

- Reporting and analytics – monitor and manage your business with user reports and analytics

**To further enhance your cloud communications, Contineo offers these great complementary services:**

☑ **RIPPLE UNIFIED COMMUNICATIONS**

Provide your users with chat, calling and conferencing capabilities on their mobile or desktop devices to enhance productivity and collaboration within your organisation.

☑ **CALL CENTRE**

Monitor and manage call activity for cost control and productivity management from a centralised system.

☑ **CALL CENTRE**

Seamlessly add cloud-based call centre capability to your hosted extensions, providingyour agents with advanced contact centre features and reporting. features and reporting.