Saicom

CallCabinet

Atmos by CallCabinet

Key Features

> **Communication Insights**
> Atmos analytics will help you better understand your customer experience

> **Atmos when you want it**
> Full access to storage plan and licensing

> **Maximum speed & throughput**
> Unlimited bandwidth and storage through true native Cloud technology

CALL RECORDING

Work-From-Anywhere Compliant Call Recording

CallCabinet's groundbreaking Atmos platform empowers the new frontier of decentralized contact centers with seamless call recording and powerful AI-driven analytics for next-level compliance and enhanced customer experience. Atmos is an award-winning compliance call recording, quality assurance, agent evaluation, and AI-analytics service platform for businesses of any size.
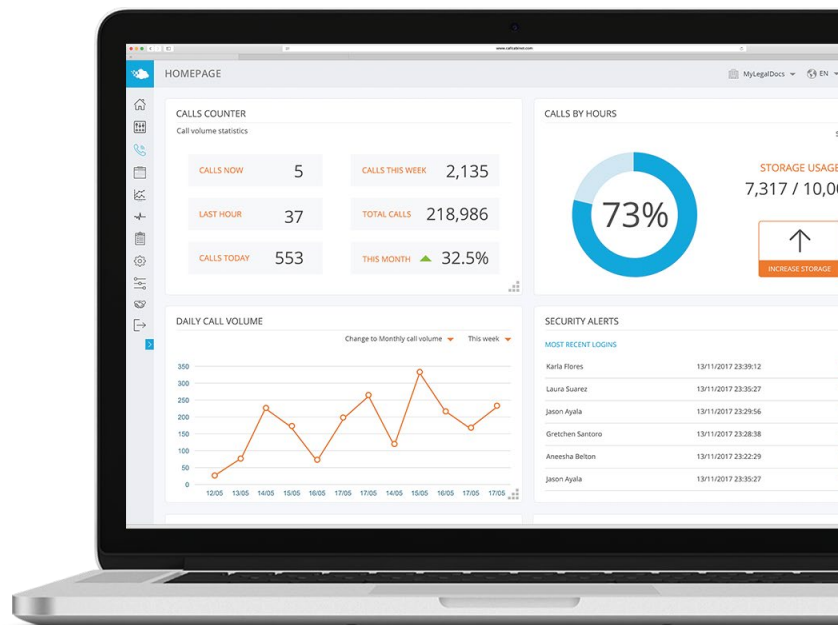
Call Recording

Saicom in partnership with Call Cabinet's Atmos call recording platform is a game-changing compliant interaction recorder that offers a unique "pay as you grow" (SaaS) business model. With automatic upgrades and 24x7 support, Atmos offers a distinctly disruptive technology that guarantees your calls (and soon all other interactions) will be recorded every time and stored in a secure and compliant environment. Access to recordings is simple via the Atmos HTML5 portal that offers all the flexibility of this web-based application that can be accessed from any device and from anywhere that has an internet connection. The scalability of Atmos means that it is cost-effective for organizations with as few as 2-3 users but also meets the needs of a large enterprise. Atmos is a Microsoft Certified, Azure-native recording solution that ensures compliant Microsoft Teams voice, video and screen share recording.

This solution is easily enabled on any Saicom Cloud PBX extension, Teams Connect end point or SIP Trunk.

Features

Call Recording
Supports 99% of all Telephony Platforms

Quality Assurance
Quickly resolve disputes, train staff, maintain compliance

Voice Analytics
Powerful search function. Manage Customer and Agent interactions

Artificial intelligence
Robust language processing, best-of-breed analytics

Compliance
Supports global regulatory compliance with FICA, GDPR and POPI

Data Sovereignty
The Microsoft Teams Recording data captured by Atmos is stored redundantly within servers in South Africa

Aligned Security Features
Designed with compliance and security in mind, Atmos integrations naturally provide the kind of robust security features that most Microsoft Teams users require.

Call Recording Solved and Evolved

CallCabinet's innovative Atmos platform disrupted the entire call recording industry by offering the first true cloud-native call recording solution.
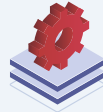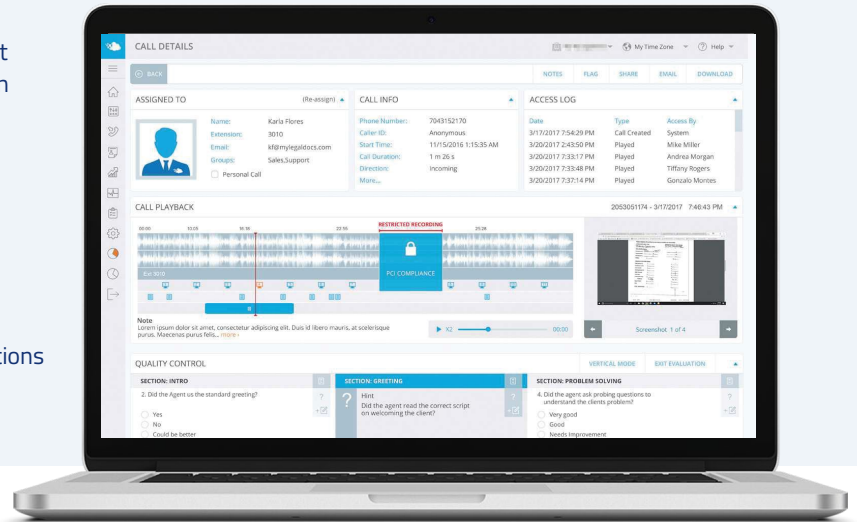
Seamless Call Recording Anywhere

Cut the Cord with Swift & Easy Cloud Migration

Your Data: Always Yours & Always Secure

Telephony Agnostic, Future-Proof Integrations

About Saicom

Saicom is a leading service provider in the Telecommunications market, delivering a host of communication solutions that are designed to help organisations improve their collaboration and deliver an unsurpassed customer experience. Beyond its unified communications, voice and connectivity solutions, Saicom provides SD-WAN, APN, UCaaS and cloud hosting solutions tailored to meet each customers' needs.

Other Services

Collaborate
Collaboration is a big part of all that we do.

Compute
We understand that when it comes to navigating a move to the cloud, businesses need options, support, and flexibility.

Secure
For us, cyber security goes far beyond technical solutions.

Mobile
Designed for businesses on the move.

Connect
We deliver both connectivity and advanced business solutions.

VISIT WWW.SAICOM.IO OR CALL US ON 010 140 3595 FOR MORE INFO