

Callicity

UNLOCK THE POTENTIAL OF YOUR VOICE DATA WITH ATMOS AI-DRIVEN SPEECH ANALYTICS



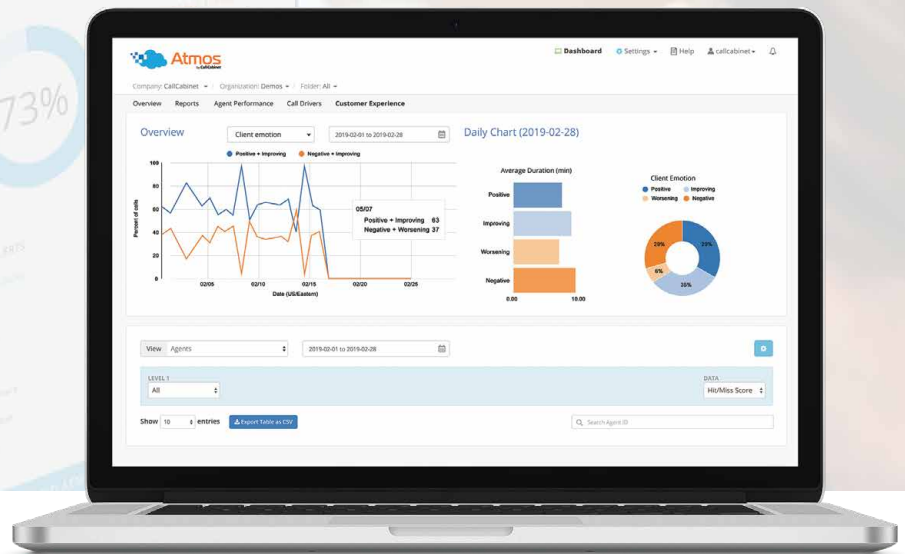
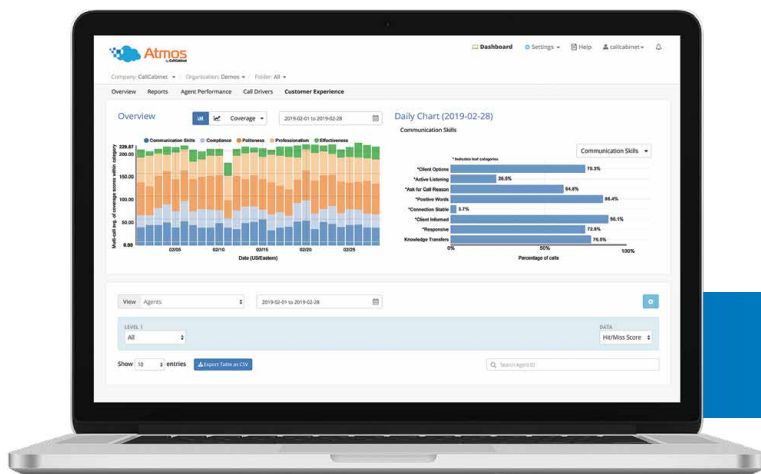
Harness the power of your voice data and reap business intel from your recorded customer calls. Gain a competitive advantage by spotting trends, proactively resolving issues, and anticipating market demands before your competition.



Find Out What's Really Driving Your Calls

Atmos by CallCabinet uses emotive conversation analytics powered by natural language processing and AI. It can rapidly process thousands of conversations, and it captures what your customers and agents are saying and feeling about your business.

It also gives you the power to rapidly break down and categorize the driving issues in your call volume, like support, billing, and new orders.



Make Every Customer Interaction Count

You may speak to your customers on an hourly basis but truly understanding the voice of your customer takes more than simply hearing what they're saying. It's crucial to understand how they're saying it. Conversation analytics pinpoint customer intentions and emotional sentiment allowing you to focus on opportunities for growth.

Did you know that your call recordings hold the largest collection of untapped customer data you could ever imagine? On a daily basis your customers tell you what they do and don't like about your service, what improvements they want to see in your products, and what your competitors are offering them. **Atmos Analytics** converts your unsorted call data into a powerful, organized consultant that's well acquainted with every single one of your customers.

AI-driven speech analytics

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Automatically remove customer data with AI-driven PCI-DSS compliance features.

Atmos solves the problem of redaction with AI.



Secure Your Customer Data, Protect Your Bottom Line

Every single time one of your customers provides a credit card number to one of your agents over the phone, your company is subject to PCI-DSS regulations. These compliance laws require your organization to remove payment card (PCI) data from your call recordings and transcripts. This is an overwhelming task for any company.

In the past, companies that have failed to remove PCI data have been breached, exposing their customers to the lasting damage of data and identity theft.

Atmos solves the problem of redaction with AI.

Our analytics engine **automatically** detects and removes credit card, social security, phone numbers and more from your audio recordings and your transcripts. With Atmos, your company never needs to be blamed for the loss of crucial customer data.

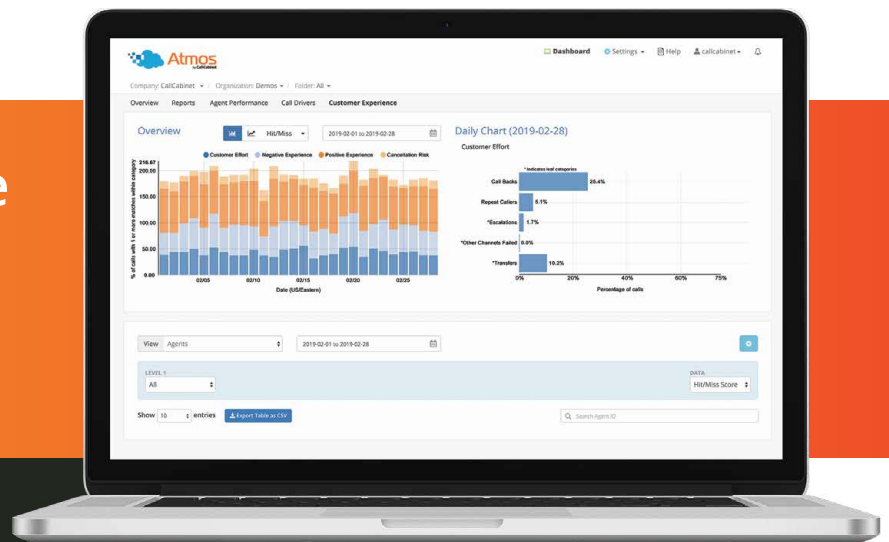


Detect Trends, Identify Opportunities, Streamline Your Business

Atmos' complex algorithms put your call recordings to work, helping you generate fresh campaigns, agent training, and market research. Our analytics let you search keywords and phrases so you can identify areas of improvement for your operation.

- Find out what your agents' **most frequent support requests** are so you can implement preventative measures.
- Search for competitor mentions by your customers.
- Learn what **features your customers are asking for** most without relying on ineffective surveys.
- Use our agent scoring and QA tools to focus on **areas of improvement** for your call staff.
- Train and sharpen your staff by **implementing your flagged calls** in training sessions.

Visualize and categorize your call recordings with our sophisticated Analytics engine that unlocks what your customers are saying in ways only our Analytics can.



Fuel Innovation.
Drive Revenue.
Modernize Customer Engagement.

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