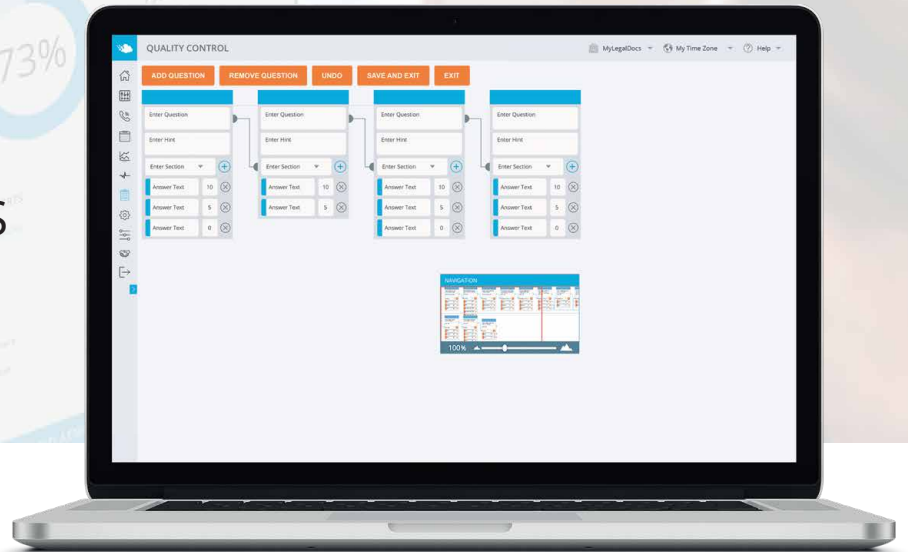


# Callicity

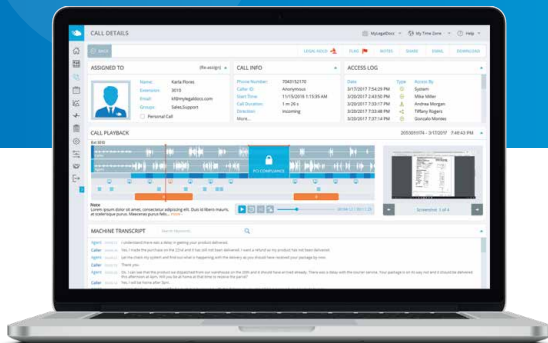
DRIVE CONTINUAL QA  
IMPROVEMENT WITH ATMOS  
ANALYTICS, SCORING,  
AND REPORTING



Quickly resolve disputes, expertly train your staff, maintain compliance, and optimize the customer experience.



**"This call may be  
monitored for quality  
assurance."**



**That's what your customer hears.**

However, your way of monitoring calls needs to be better than your competitor's. While disputes and violations drive call recording for most companies, you're going beyond and leveraging your calls to grow your revenue and hone your agents' customer skills.



**Atmos helps you  
evaluate, coach, and  
improve your agent's  
performance**

Take control of your call center by getting a 360° view of your call volume. Atmos tracks the emotional progress of your calls for both the customer and your agent. Atmos' best-in-class reporting delivers actionable data that reveals strengths and weaknesses in your customer care process.



**View Call Performance  
Across Your Enterprise  
or Individually**

Atmos allows you to design your agent performance metrics and accurately measure key performance indicators like courtesy, efficiency, and clarity.

Our reporting and analysis tools allow you to measure your entire organization or concentrate on a single agent.

**Toll Free:** 1-800-788-1414

**Website:** [callicity.com](http://callicity.com)

**Main:** 1-240-621-8500

Callicity

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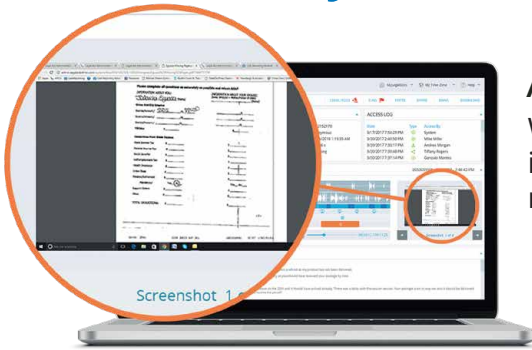
# Seamlessly manage compliance requirements with Atmos.

Your agent call scripts are vital to obtaining customer consent, informing customers of their rights, and maintaining legal compliance. Atmos provides you with the tools you need to evaluate customer interactions and ensure compliance with PCI, GDPR, or other regulations.

## Dynamic Quality Assurance Features

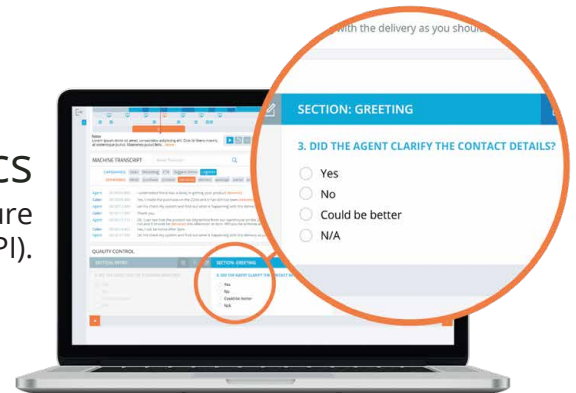
### Agent Screen Capture and Video Recording

When call audio is not enough, get a visual understanding of your agent interactions with audio-synchronous screen capture or desktop video recording.



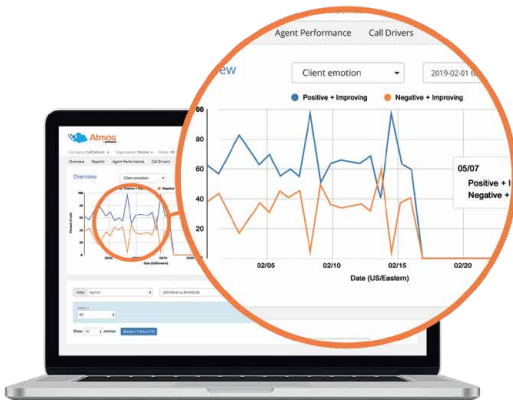
### Define Your Metrics

Design your own agent performance metrics and accurately measure employees against your company's key performance indicators (KPI).



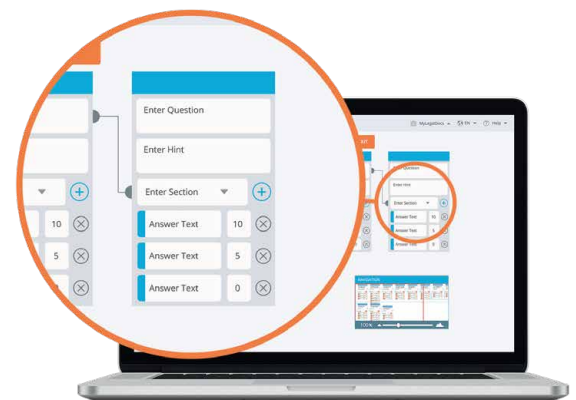
### Increase Agent Performance through Content Analytics

Gain insight from your voice data and discover how your agents are handling customer calls. Atmos tracks changes in sentiment throughout each call giving you a powerful training tool for your agents.



### Intuitive Scorecard Creator

Take charge of your workforce performance with Atmos' customizable scorecards. Our intuitive visual scorecard uses an elegant decision tree to score agent performance.



Fuel Innovation.  
Drive Revenue.  
Modernize Customer Engagement.

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