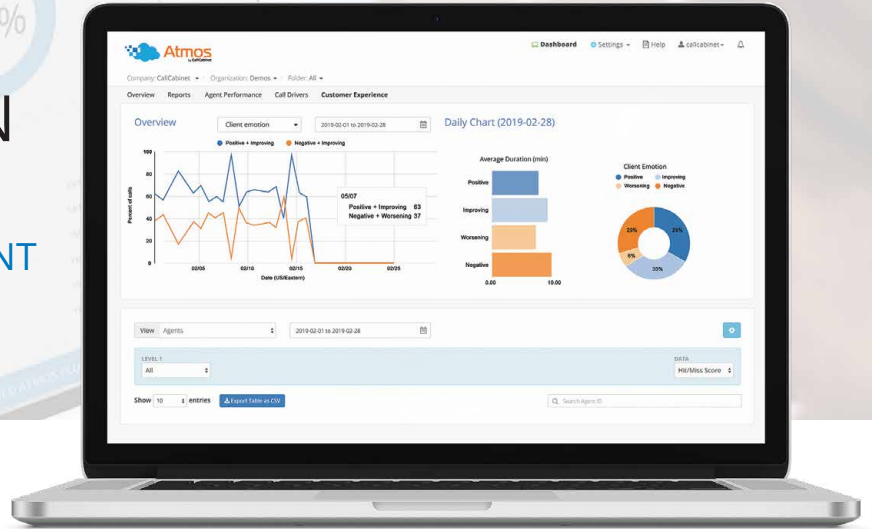


# Callicity

## ATMOS AGENT SCREEN RECORDING

COLLECT EVERY ASPECT OF YOUR AGENT AND CUSTOMER INTERACTIONS WITH ATMOS AGENT SCREEN RECORDING



Every call between your customers and agents produces data, and not all of it is audio. Recording your agents' screen activity paints a complete picture of your call progress, and Atmos gives you two ways to capture that data.

### WHICH FITS MY COMPANY BEST...

## SCREEN CAPTURE OR DESKTOP RECORDING?



### AGENT SCREEN CAPTURE

Allows you to snapshot each agent's desktop at an interval of your choosing. Captured snapshots are audio-synchronous and available for review from the Atmos dashboard. Screen capture requires no additional network bandwidth and is available for sending through Atmos' Compliance Share feature.



### AGENT DESKTOP RECORDING

Records call audio and video to a standard exportable video file (audio recordings also remain available separately from the Atmos dashboard). Desktop recording allows the synchronous recording of multiple screens. As with screen capture, secure and compliant export of desktop recordings is available via Atmos' Compliance Share feature. Desktop recording requires CallCabinet's Atmos Screen Recording module which installs easily in minutes. Your data is installed in the Atmos Cloud network minimizing any impact on your bandwidth.

**Both methods** have unique strengths engineered to support the diverse compliance needs of every call network. **Both methods** write all data files to the cloud, using the Atmos call network to securely store and redundantly back up all data. This ensures the highest level of security and legal compliance for your organization.



## PBX and UCaaS Independent

Using the cloud to record audio and video protects your bottom line by minimizing IT involvement. Just like Atmos' audio recording, desktop video is recorded directly to the cloud regardless of the call network you use. And unlike traditional video capture, which strains system bandwidth and storage, Atmos has little to no impact on your network resources.



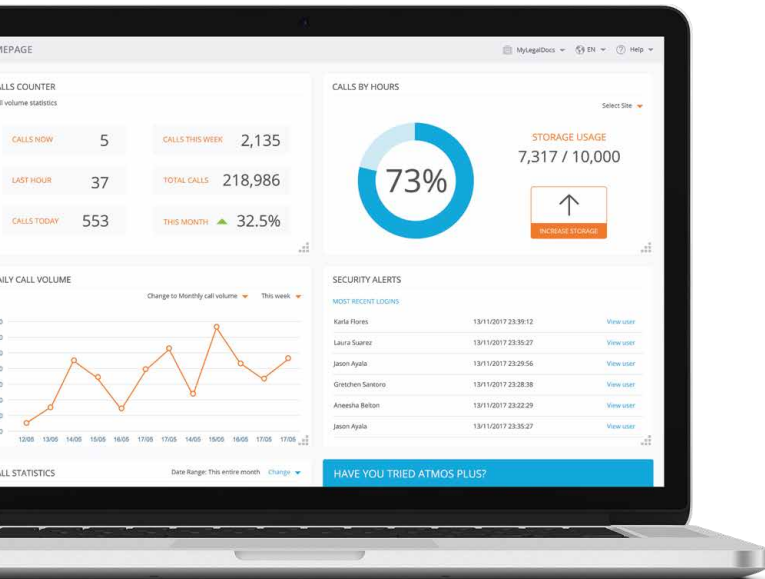
## Recall Your Desktop Videos On-Demand

All your cloud-stored agent screen recordings are available through the Atmos dashboard 24x7. Videos can be downloaded and sent compliantly, all from Atmos' HTML5 interface. Both desktop recordings and screen captures are stored in the cloud for 6 months. CallCabinet also provides a flexible license upgrade to extend video file storage time.



## Screen Recording for QA & Compliance

Deeply enhance your QA process with an all-encompassing approach. Observing screen activity allows you to spot areas of improvement in your agent interactions. Identify on-screen repetitive actions that slow down a call's progress, evaluate agent focus during calls, and take a holistic approach to agent scoring. Atmos' ability to simultaneously record multi-screen desktops ensures the collection of all vital details. This can be crucial for compliance within financial and medical institutions where sensitive customer data is handled on-screen constantly.



## AGENT SCREEN RECORDING BENEFITS

- PBX and UCaaS Independent
- Recall, download, and compliantly send your desktop videos on-demand
- Video provides a real-time recording of all screen action from the agent side
- Superior agent evaluation and enhanced training
- Minimal IT support required
- Captures for financial, medical, and security enterprises
- Little to no impact on network bandwidth
- Seamlessly records multi-screen desktops

Fuel Innovation.  
Drive Revenue.  
Modernize Customer Engagement.



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