



CallCabinet

call journey



CallCabinet Partners with Call Journey for Groundbreaking SaaS Contact Center Solution

Solution Enhances the Customer Experience by Enabling the Extraction of Rich, Actionable Insights from Call Recordings

CallCabinet, a leader in cloud-based call recording, quality assurance, and AI analytics has further elevated its carrier and enterprise solutions through its partnership with **Call Journey**, a leading pioneer in conversation analytics.

Marketing



Gain valuable insights into the customer lifecycle and connect with your customers like never before.

Sales Performance



Maximize your sales potential and boost revenue generation efforts by accurately identifying which products and solutions are most wanted.

People & Culture



Drive employee engagement, tailor specialized training programs and get the right tools to lessen agent churn.

Contact Centers



Create a new world of customer satisfaction by spotting important verbal trends between customers and agents.

Customer Experience



Validate your NPS and customer satisfaction scores by monitoring every conversation to see what works and what doesn't.

Compliance & Risk Management



Mitigate risk before it has the chance to occur, identify code red moments and get greater visibility of process adherence.

CallCabinet's new feature offering combines its years of expertise in engineering seamless, secure, and compliant call recording solutions with Call Journey's market-leading conversation analytics technology. This partnership offers users a subscription service that enables the extraction of rich, actionable insights from call recordings, all from the helm of CallCabinet's popular Atmos call recording as a service platform. This deep data will fuel the growth and improvement of CX, compliance, QA and ROI.