



COMPLIANCE FOR THE INSURANCE INDUSTRY

# Know what your customers want with future-proof compliance call recording

The insurance industry is changing rapidly and players can't rely on past successes alone for future profitability. The pandemic has accelerated the pace of change and new players are emerging.

As a means to remain competitive, insurance organizations are already working towards digital transformation albeit with varying degrees of success. It is in data that one critical point is often overlooked. Making your data work for you.

CallCabinet is an award-winning compliance call recording, quality assurance, agent evaluation, and AI analytics solution for insurance organizations of any size. Integrating seamlessly with virtually any telephony platform you currently use, CallCabinet turns your recording data into valuable business intelligence.

## **Gain automatic compliance with GDPR and more**

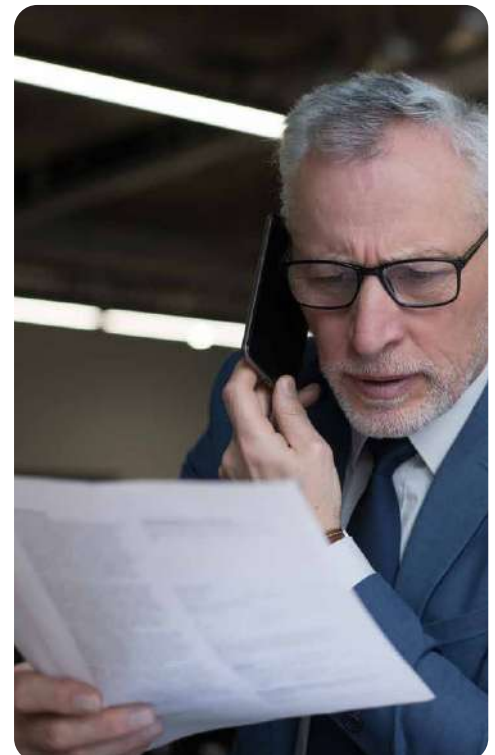
Data privacy and data protection is mission-critical, and complying with laws such as the General Data Protection Regulation (GDPR) is a must. No matter which country your organization operates in, deploying CallCabinet will make your call recordings compliant with GDPR, Payment Card Industry Security Standard (PCI DSS) and many more within minutes.

## **Benefit from highly actionable insights**

CallCabinet's next-generation AI accurately interprets voice data and sentiment, making your data an actionable source for invaluable business intelligence insights. Use agent scoring to verify the quality of agent practices, and ensure that legal disclosures are consistent inside your organization.

## **Safely redact sensitive data**

Through its PCI DSS module that allows for manual or automatic redaction, CallCabinet scrubs sensitive data across four vulnerability layers, providing maximum security for your organization and your customers.



**Securely share recordings**

Use encrypted links that dictate access and access time to data, and easily share calls securely and compliantly through the CallCabinet 'compliance share' feature.

**Enable your workforce**

Because your operations may span multiple regions or countries, CallCabinet is a true multi-tenant solution allowing you to access your recording data directly from the cloud, anywhere in the world. With data centers across all the major continents, your data sovereignty requirements are catered for.

**Stay in control**

The ability to arrange users into groups or teams and control who can listen to your recordings is critical. Use predefined user roles to grant access to specific system features, functionality and recordings or create custom roles and define access permissions on a granular level for each user.

## Call compliance made simple

CallCabinet gives your company the tools to capture individual extensions on your host network to legally protect your company and increase your customer satisfaction.

**Protect your bottom line**

False claims can cost insurance providers millions, and insurance organizations need to mitigate this risk as best they can. When disputes arise, CallCabinet provides you with an accurate first line of defense with call audio, transcript and optional agent screen capture.

**Start recording in minutes**

CallCabinet seamlessly integrates with, and is certified by, all the major unified communications (UC) platforms such as MS Teams and Cisco, as well as virtually all telephony platforms out there. No additional hardware, on-device software, or on-site storage is required.

**Scale as needed**

Enjoy unlimited storage while CallCabinet's flexible subscription allows you to add only the features your enterprise needs. Start with standard user recording, or add full AI-driven analytics, agent screen capture, QA reporting and more.



Know what your customers want and future-proof your compliance. Call us today to arrange a customized demo.



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