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[CallCabinet](#)

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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

BOCA RATON, FL (June 10, 2019) - 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.

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.

"Call Journey is proud to be partners with CallCabinet, which is known industry-wide for their groundbreaking innovations. Working together, we will deliver a next-generation solution that marries the latest in Natural Language Processing and Artificial Intelligence into a contact center solution," said Paul Humphrey, CEO of Call Journey.

Ron Romanchik, Chief Revenue Officer of CallCabinet, said, "CallCabinet seeks partners that provide state-of-the-art technologies. Call Journey consistently exceeds expectations and provides top quality technology services that powerfully enhance our offerings. Together, we bring over 100 years of collective expertise to bear for our clients."

Learn about the latest from CallCabinet at CISCO Live! in San Diego, California. Drop by our booth (#3414) to explore how CallCabinet's new conversation analytics solution is having a transformative, measurable impact on client success.

About CallCabinet

CallCabinet provides essential insights from communications channels. We enhance carriers and global enterprises by providing cloud-based Call Recording, Quality Assurance, AI and Analytics solutions that capture customer interactions whenever, wherever and however they occur. Our Atmos Solution is natively developed for the cloud to be a secure and compliant multi-platform,

multi-tenant carrier grade solution that is telephone system / platform agnostic. Find out more by visiting www.callcabinet.com or call 800-653-1389.

About Call Journey

We're all about voice data. Our mission is to unlock every conversation and add the true voice of the customer into the enterprise data mix. Our passionate conversation experts bring together natural language processing & artificial intelligence to create an industry-leading conversation analytics ecosystem. For more information, visit www.calljourney.com.