

Secure and compliant call logging

Atmos

South Africa's first Cloud-based voice logging solution

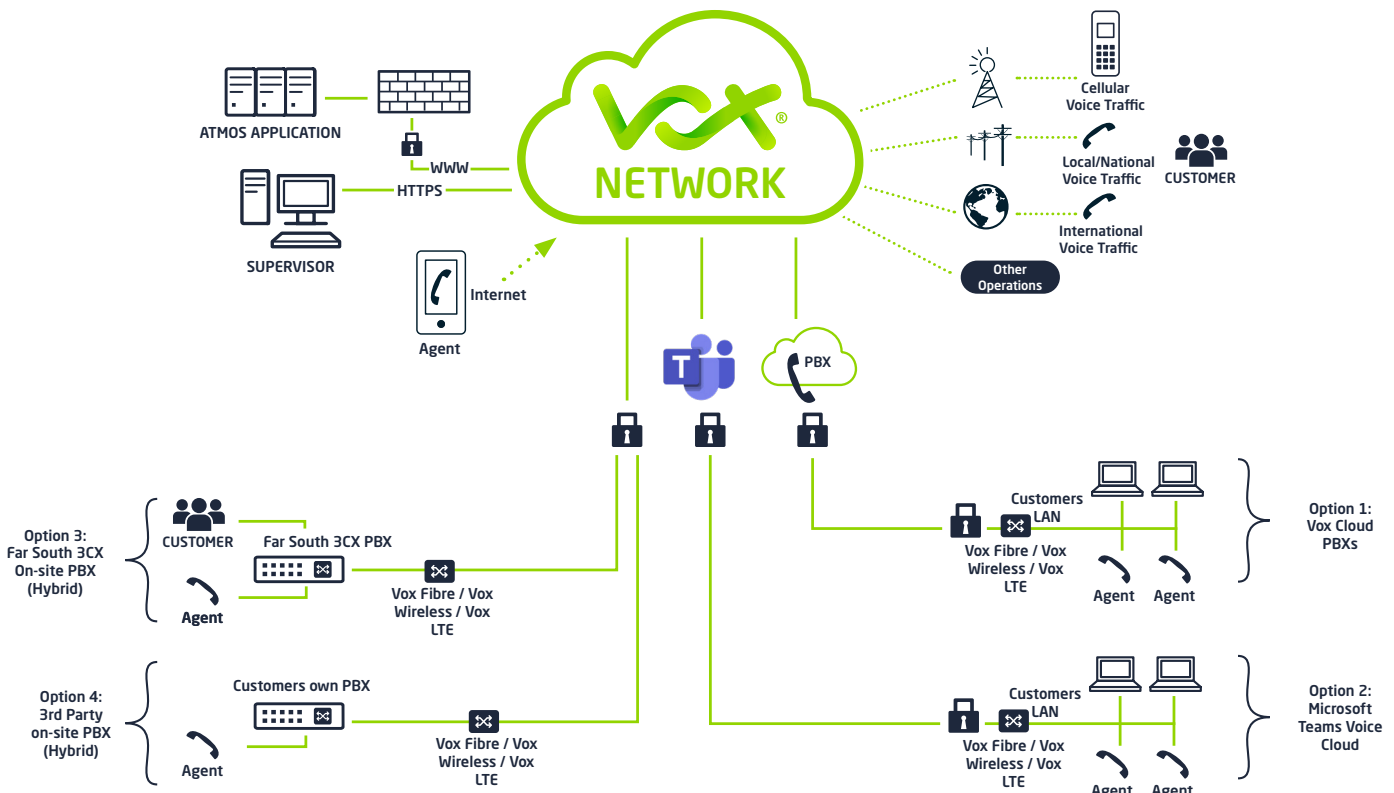
- All calls securely recorded
- Fully compliant (FICA, FAIS, POPI and CPA)
- Enhanced Voice logging
- Fully redundant and backed-up
- No additional hardware required
- Supported on various Vox PBXs

Product Overview

The Atmos Cloud-based voice logging solution is an industry first, offering a secure, compliant call logging solution. Whether you need to record calls for staff training, dispute resolution, compliance, or security reasons, the Atmos Voice logger delivers a complete and flexible solution that is scalable and has unlimited storage for calls and other sensitive data without the need for any additional hardware or installation services. All calls are individually secured and encrypted at the source with a rotating encryption methodology that is unique and specific to each call made and recorded.

The calls are backed up and stored in the Cloud and redundancy is offered across multiple servers and geographical locations. The Atmos logger also supports multiple time zones and recording locations, providing the ability to search, sort and locate your calls within seconds. Vox is proud to bring Atmos to our customers via any Far South 3CX PBX deployment, Vox Cloud PBX service, MS Teams solution or to any customer routing inbound and outbound calls via the Vox network*.

How it Works



*Some limitations may apply if a third-party PBX is installed on-site.

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Features And Benefits

- Seamless Atmos voice logger enabled on any Far South 3CX PBX
- Atmos integrated with Vox's Cloud PBX service offering
- Internet access is a pre-requisite, but no additional hardware is required
- Fully compliant (FICA, FAIS, POPI and CPA)
- All calls are securely stored in the Cloud
- Advanced security
- 256k bit AES encryption
- SSL Security
- Cloud storage
- Fully redundant and backed up
- 99.99% availability
- Unlimited growth potential
- Multi-site support
- Web-based (Html5 architecture)
- Mobile compatibility
- Access and playback via web browser
- On-demand recording

Voice Logging Packages

Voice Logging			
500 Hours	1000 Hours	4000 Hours	10 000 Hours
Secure & Compliant	Secure & Compliant	Secure & Compliant	Secure & Compliant
Calls Encrypted	Calls Encrypted	Calls Encrypted	Calls Encrypted
SSL Security	SSL Security	SSL Security	SSL Security
Storage: Maximum 500 hours	Storage: Up to 1 000 hours	Storage: Up to 4 000 hours	Storage: Up to 10 000hrs

Atmos Plus

In addition to the award-winning Atmos features mentioned above, Atmos Plus also brings you:

- 360-degree view of customer experience
- Enhanced call recording
- Agent screen capture
- Employee evaluation and training
- Employee and supervisor notes
- Compliance support

About Vox

Innovation and insight combine in Vox - a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice - as well as Cloud, business collaboration and conferencing tools - Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

For more information on complementary or alternative products, visit us at vox.co.za

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