8x8 | callcabinet
A Smarsh Company

CallCabinet for 8x8

Compliance Call Recording

Experience seamless call and screen recording integrated with 8x8 to enhance compliance and quality assurance.

CallCabinet is a compliance call recording and automated QA solution for 8x8 Platform for CX's voice, video and screen sharing. CallCabinet fills every interaction compliance gap, leveraging detailed policy settings which support the world's most heavily regulated industries.

Using CallCabinet's seamless integration, users can easily manage recording features within 8x8 Work and 8x8 Contact Center. These features include:

- The ability to control active calls (pause, resume and cancel)
- Tag calls
- Locate, view, and play recent recordings

Ensure Effortless Compliance With Every Interaction

CallCabinet is a cloud-native solution that provides seamless, real-time and compliant recording of every interaction. CallCabinet works with desktop phones, softphones, cell phones or any combination to ensure your business records every interaction, however they happen.

CallCabinet can be deployed in minutes and allows for the migration of legacy data to provide a single source of truth for all communication data.

Key benefits

- **Future-proof your organization** by staying in control of enterprise-wide compliance.
- **Enhance quality assurance** and internal training to improve customer experience.
- **Seamlessly connect hybrid environments** with one unified solution
- **Increase business agility** by making data-driven decisions from end-to-end communications
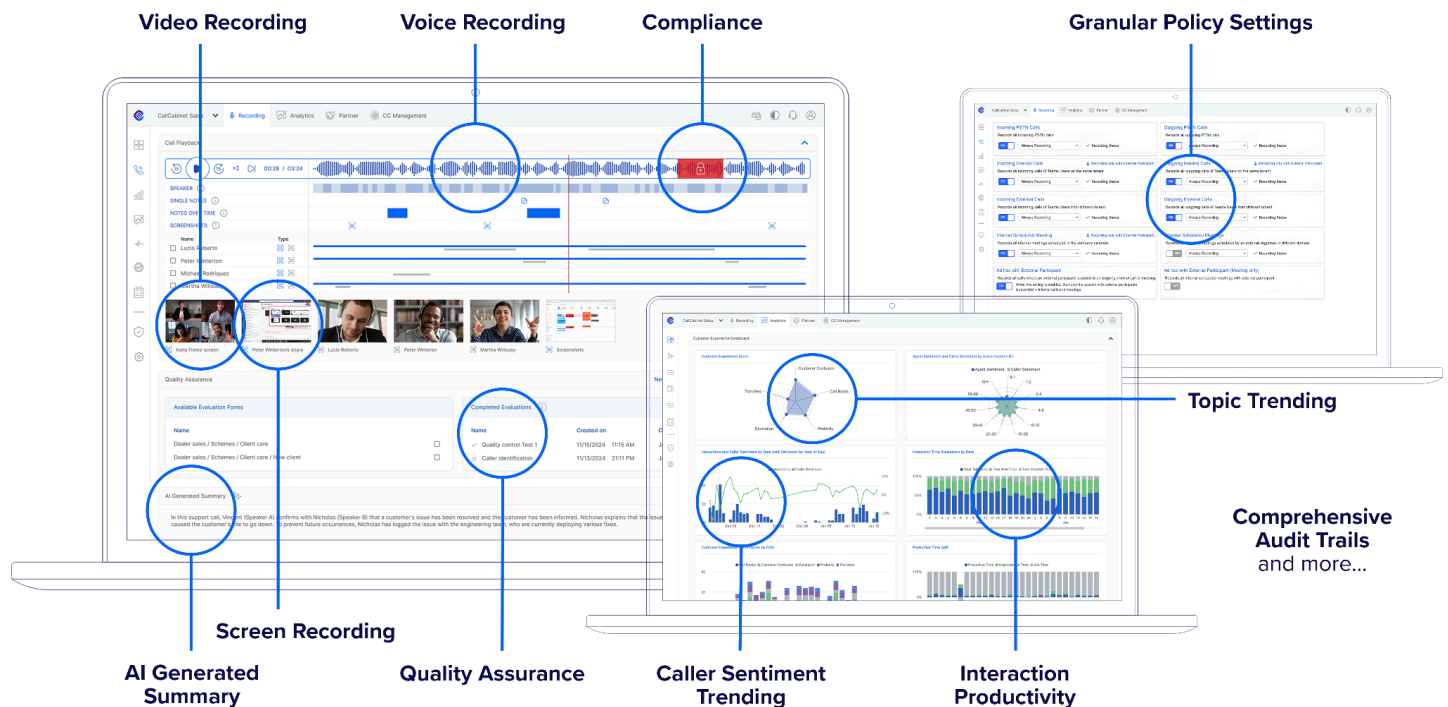
Features

- Compliant Call Recording
- Cloud, Hybrid, Premise Deployments
- Advanced Playback & Tagging
- Screen Capture and/or Video Recording
- Unlimited Audio Storage
- Customizable Retention Policies
- Compliant Call Sharing
- Legal Hold
- Call Reporting Dashboards

Secure Communication Made Simple

CallCabinet for 8x8 delivers a powerful, seamless solution that addresses the growing need for compliance, data security, and operational efficiency in today's hybrid and remote work environments. Both CallCabinet and 8x8 are committed to equipping businesses with the tools they need to communicate securely, efficiently, and in full compliance with industry regulations.

Empower your workforce to stay fully compliant with ease and improve customer experiences through quality assurance, all while simplifying the management of communications.

Video Recording

Voice Recording

Compliance

Granular Policy Settings

Topic Trending

Comprehensive Audit Trails and more...

Screen Recording

AI Generated Summary

Quality Assurance

Caller Sentiment Trending

Interaction Productivity

Ready to see what CallCabinet and 8x8 can do for your organization? [Learn more](#)