# Jailbreak your Voice Data

Break your voice data free from premise and proprietary systems

Most organizations have years of recording data locked up in either an on-premise recording platform or locked into a particular proprietary system. CallCabinet can unlock this data from any legacy system, giving you back full ownership and unlocking its massive business intelligence potential centralized in the cloud.

Own your data and gain a competitive advantage with CallCabinet
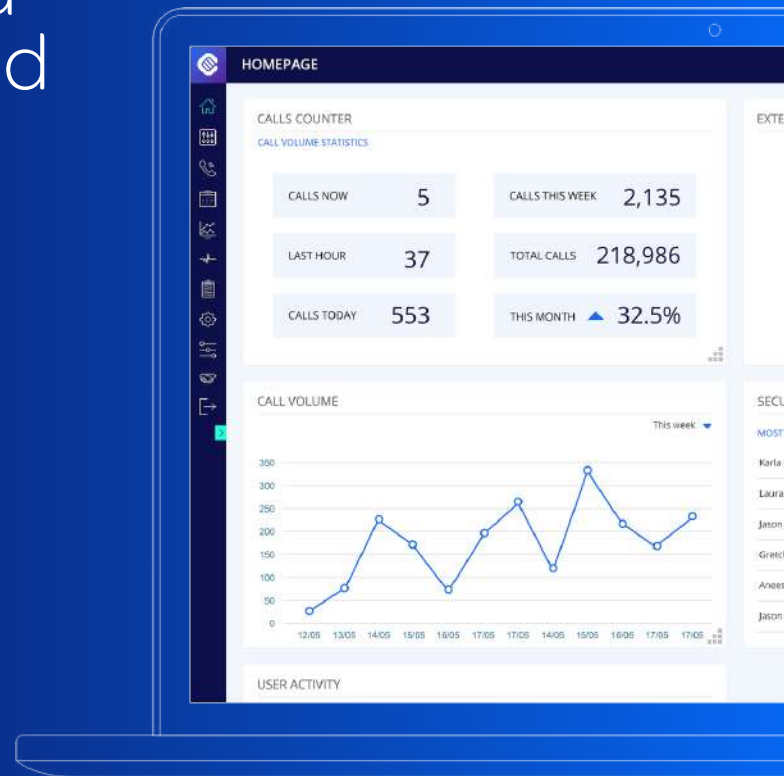
Turn idle data into business intelligence

Does your business have both a legacy on-prem system and the cloud for call recording?

There is a common misconception that legacy on-premise recording data cannot be extracted from proprietary systems and that organizations are stuck paying for a hybrid environment versus moving to a cloud solution.

The reality is that your organization's data can be set free. We have perfected the means to unlock your existing voice data and migrate it to the cloud – all while remaining 100% compliant and secure.

Is there value in your legacy voice recording data?

Yes! By migrating it all to the cloud, all your voice data is ready to be analyzed in its entirety.

Keeping your data in its current state risks loss of valuable business intelligence as well as being in breach of compliance should anything happen to this stored data within the set retention period. The soft costs, oftentimes overlooked, are incurred when audits or disputes arise and specific calls have to be manually located across the siloed data storage locations.

Take back what is yours and let CallCabinet move your recording data to the cloud for automated tagging, searching, quality assurance, next-gen conversation analytics and accurate agent evaluation – all while remaining compliant and secure.

What additional value does cloud migration bring?

Let's first take a look at what the cloud offers. The cloud gives you a future-proof solution to your problem. The very nature of the cloud is constantly evolving to ensure the very latest in security and accessibility. This means your data will be safer and more secure in the cloud, and you can access it anytime for any reason.

Plus, there are no storage volume limitations.

The cloud also offers you more options. Direct integration with other cloud software enables you to utilize your data for far more than just storing it. Your data in the cloud can be used for – to name a few – improving your customer service and experience, maintaining call quality assurance and mining valuable business intelligence across all the calls being recorded.

Let CallCabinet jailbreak your voice data

How long will it take to migrate your data?

To help organizations move to the cloud, CallCabinet developed a unique data migration system. The data migration process involves re-formatting and restructuring voice data from legacy recording systems to build voice databases into a normalized format within a CallCabinet implementation.

It can be a time-intensive process, especially for organizations with vast quantities of legacy data, but it is much quicker and less costly than any other alternative.

The following steps explain the process we follow to make sure your data gets migrated safely:

Step 1: CallCabinet will copy all archived data to scratch space, typically a hard disk. Copying all the media upfront allows immediate detection of any bad, damaged or unexpected blank tapes and disks which may need data recovery.

Step 2: We then extract implicit metadata from the raw data and reconstruct it into individual call records, one record per recording.

Step 3: We extract audio bytes from raw tape images, raw disk images, and/or audio files.

Step 4: We transcode the audio to a standard format that will work with common audio playback software on Windows, Mac, iOS, or Android.

Step 5: We extract extended metadata from relational databases (if present).

Step 6: We deliver the retrieved audio and metadata to the CallCabinet cloud.

Will your data remain compliant?

Compliance agencies and standards such as the SEC (USA), CFTC (USA), FCA (UK), FSC (South Korea), CSRC (China), ASIC (Australia), and PCI DSS (global) have strict rules relating to data security, data retention, and the transportation of backup media. CallCabinet's process meets every regulatory compliance requirement across the globe.

What's the end result?

Your data now sits safely in the cloud, where it can be mined for valuable business intelligence that would have – for all practical reasons – otherwise been lost.

Migrating to the cloud will not only reveal hidden intelligence, but also will immediately deliver actionable insights that quickly improve strategic business outcomes netting increased performance and revenue.

Ready to liberate your data?
Contact us today!

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