



This quick guide gives instructions on how to download and use the compliance software.

The primary intent of the software is to protect credit card information offered over live phone calls.

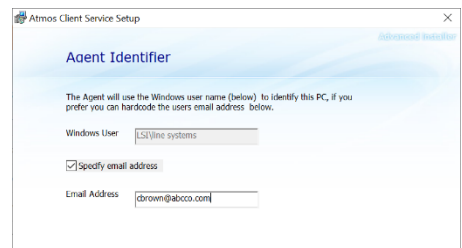
Please note, the compliance license must be enabled on your agent account. Please contact your Telesystem representative to request this addition.

For Agents

Download the compliance software


For this step, you will need:

- Sufficient administrative right to install this program on your PC
 - a. If you do not have these permissions, please ask your IT administrator.
- Your Customer and Site ID for atmos call cabinet
 - a. This information is specific to your site in atmos call recorder. If you are unsure what to use, please ask your system administrator.
- Your agent identifier (either windows username or email)
 - a. During installation, you will need to clarify your agent identifier (windows username or email). This identifier will link your PC software back to the recorder service and must be entered exactly as configured there. If you are unsure what to use, please ask your system administrator.



The compliance software “**Atmos Agent Client**” may be downloaded

from <https://www.callcabinet.com/download-atmos/>. After the program has been installed

successfully, the Atmos icon  will permanently show in your PC taskbar.

Use the Software

Since all calls to and from agents are recorded, this software allows the agent to manually apply PCI compliance when taking credit card information. This ensures that while the digits of the credit card are being given, the recording is stopped.

This should be triggered immediately before capturing credit card information on a live phone call as follows:

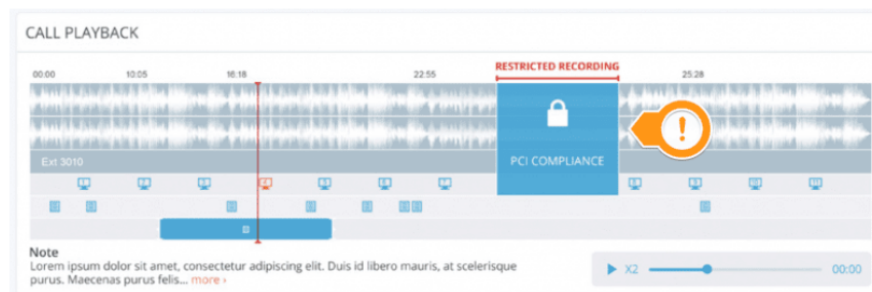
1. Click the Atmos Agent Client icon  in the computer taskbar

2. Click Begin Compliance Interval button
3. When the interval has elapsed, the recording will resume

For Administrators

System users (administrators) with sufficient privileges to the atmos call cabinet portal should know the following about this feature.

Calls that have had compliance applied will appear differently during the playback in the Call Listing page



Your company's default compliance interval (number of seconds for redaction) can be modified.

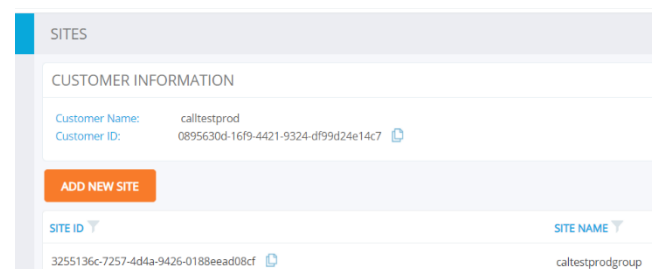
- Go to *Settings > Sites* then click the pencil icon next to the site you wish to modify.
- The example to the right shows a compliance interval of 5 seconds. When the agent triggers their compliance software, the next 5 seconds will be redacted.

EDIT
✕

Site Name	Glen Mills
Upload Window Start	
Time	11:59 PM 🕒
Upload Window	
Duration	00:00 🕒
Foundation URL	
<input type="checkbox"/> Enable selective recording	
Default Compliance	
Interval	<input style="width: 40px; text-align: center;" type="text" value="5"/> seconds

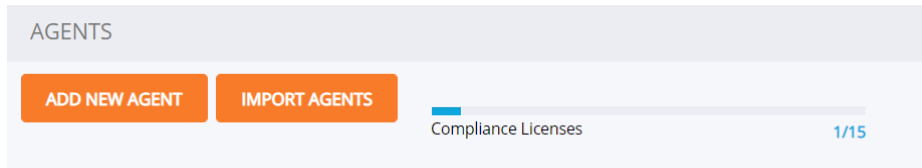
When agents install this software, they will be required to input the customer and site ID during installation.

- Go to *Settings > Sites*
- The **Customer ID** and **Site ID** will appear on this page.
- Click the “copy” icon to copy the ID



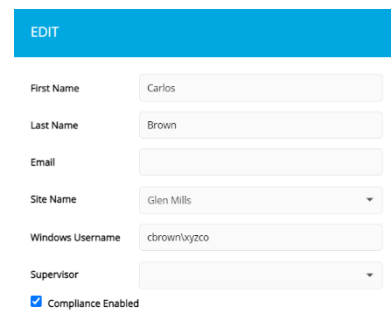
An *Agent* must be created and licensed properly in order to use this feature. Adding licenses in your Atmos Call Cabinet portal will result in an increase on your monthly bill.

- a. To view the PCI licenses (“Compliance Licenses”) assigned to your account, go to *Settings > Agents* while logged into your call cabinet atmos account.



- b. The additional agent information that must be completed for this feature to work include:

- i. **Compliance Enabled** must be checked (assuming there are proper licenses allocated)
- ii. The user’s **email OR windows username** must be completed properly. The screenshot to the right shows an example windows username.
- iii. Whichever method is chosen is an important piece during the agent’s installation process. Using the windows username is usually the simplest method.

The image shows a form titled 'EDIT' for an agent. The form has the following fields: 'First Name' with the value 'Carlos', 'Last Name' with the value 'Brown', 'Email' (empty), 'Site Name' with a dropdown menu showing 'Glen Mills', 'Windows Username' with the value 'cbrown\lyzco', and 'Supervisor' with a dropdown menu. At the bottom of the form, there is a checkbox labeled 'Compliance Enabled' which is checked.