



Self-service automation intelligent IVR & design tool

Providing your customers with self service automation is a must. More and more industries and businesses are adopting this as a means to improve efficiency, reduce costs and create an environment of empowerment.

CyLive is a powerful Interactive Voice Response (IVR) engine and management module designed to offer very sophisticated features with a user configurable interface that uniquely provides a IVR designer tool in a flow chart design.

- Offer your customers self service.
- Save high skilled human resources for complex and more personal tasks.
- Create new services.
- Enrich customer relationships.
- Increase efficiency and lower costs.
- Empower your business.
- CyLive IVR Designer Tool.
- Real-time monitoring.
- Reports generator.
- Integration to CyTrack call centre modules.
- Customer database or CRM integration.
- SQL database architecture.



Typical Applications

Customer PIN code verification

Route callers to CyLive to collect a unique customer PIN, allowing access to personal information or customised services.

Queue call back when integrated with CyCC™

CyLive can collect caller details and allow the caller to hang-up, retain their position in the queue and receive an automatic call-back when the next agent is available.

Personalised routing by either caller ID or customer PIN entry

CyLive can then access your customer database or CRM and look-up specified customer service fields that determine how the call can be routed when integrated with CyCC™.

V-commerce

CyLive scripts can be developed to provide online customer payments and real time verification in conjunction with compatible e-commerce systems.

Account status

CyLive scripts can be developed to provide customer information or account status after online PIN verification.

Personalised call forward

CyLive scripts can be developed to provide a range of options for special or VIP clients for each user desktop when integrated with CyDesk™ and CyCC™.

Service bureau & billing functions

CyLive can provide complete reporting and service billing of functions utilised when integrated with CyReport™.

Telephone access and billing
CyLive scripts can be developed to provide telephone services via PIN code access and the billing information per account provided when integrated with CyReport™.