



Web chat service solution

Today's customers choose to communicate in a wide variety of ways, including phone, email, SMS, web chat, Facebook and Twitter. Smarter customer engagement starts with being able to communicate effectively in the manner your customers choose.

Chat is fast becoming a channel of choice for customer service and is the perfect complement to our CyCX-Connect™ omni-channel contact centre solution.

Customers increasingly start their relationship with your business online and it's a simple next step to click and chat with a member of your team.

Your customers will appreciate the more direct and personal service that web chat provides. It's not social media and therefore your interaction with your customer is only with them, not visible as part of an open forum or discussion.

By building customer-centric, omni-channel technology into your sales and support structure, your organisation will embrace the myriad of emerging technology and methods of communication.

- Give your clients instant communication with your internal teams, meaning better customer service.
- Instant sales leads for your business when a visitor initiates a web chat request from your website.
- Better first impressions of your business when new and existing clients get answered quickly and efficiently.
- Personal rather than an open public forum.
- Overcomes issues with accents, regional dialects, noisy environments etc.
- Provides an audit trail of the interaction.
- Very efficient, introducing multiple chats for agents.
- Enhances customer service as teams can talk to each other internally and provide the best response for the customer.
- Integrate CyChat with our CyCX-Connect™ solution for full omni-channel call centre functionality.
- Route different customer initiated web chat.
- Request to specific teams like sales, support and accounts.
- Direct the web chat request to our CyChat web based desktop client.
- One-on-one or multi-party chat.
- Transfer current chat or web chat requests to your colleagues quickly and easily.

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A modular suite of customer experience applications tailored to your business

CyTrack technology is a modular range of customer experience applications enabling you to pick and choose what works for you. These can be delivered individually or integrated together for a complete business solution.



Desktop call control with CRM applications and business process integration. Our web browser based application includes Presence, IM and full call control, also integrates with Outlook contacts and calendar, Skype for Business and more, send SMS by adding CySMS™ and connects to CyReport™ & CyRecord™ for powerful business solutions



Entry Level SMDR CyReport™ includes over 130 prepared reports, as well as a powerful configurable browser-based dashboard for analytics and alerts. Upgrade to CyReport Plus for Real-Time ACD & ring group reporting on supported PBX systems. CyReport connects to CyCX-Connect for contact centre reporting, and CyRecord for voice recording search and playback.



ISDN, Analogue and SIP Recording. Meet PCI Compliance with AES algorithm capable of using cryptographic keys of 128, 192, and 256 bits to encrypt and decrypt data in blocks of 128 bits. Integrates to CyReport for powerful search and replay Integrates to CRM via CyDesk



Evaluate and categorise calls at scale to measure compliance, build scorecards, rate customer sentiment. CyRecord Speech Analytics can transcribe and analyze 100 percent of your recorded calls to automatically analyze words, phrases, categories and sentiment during calls to reveal areas of opportunity or concern.



Beyond telemarketing with proactive opportunity creation. Speak to more customers and prospects with CyCall omni-channel outbound & telemarketing contact centre.



CyCX-Connect omni-channel provides the ability for your customers to communicate however they want, anywhere, anyhow via telephone, web-chat, SMS, web-callback, callback in queue, email and social media with the list growing every day.



Add CySMS to CyDesk for desktop SMS messaging send and receive. A wide range of competitive SMS plans for all customer sizes.



Connect with your customers with social media integration for your CyTrack applications.



CyPulse application & services monitoring solution. Catch and resolve issues before users notice them



Combine virtual and real support with a live chat solution that is defining industry best practice. With CyCX AI, companies are empowered to deliver a fully integrated support experience by combining self-service virtual agents and human-assisted live chat.



CyLive is a powerful Interactive Voice Response (IVR solution) Engine and Management Module designed to offer very sophisticated automation and self service features with a user configurable interface that uniquely provides an IVR designer tool in a flow chart design.



Convert audio to text, perform speech translation and text-to-speech with CyTrack unified Speech services together with AI technology for combining self-service options and human-assisted delivery



Agent evaluation & training management, build skills, confidence and performance of your team. CyCoach leverages voice recording to deliver a sophisticated agent evaluation, feedback and training management process



CySurvey allows you to design and create your own surveys. With CySurvey you measure your customer's satisfaction with your business and gain the 'voice of the customer'.



Forecast, schedule and monitor your workforce in real time. Improve your service levels and reducing staffing costs by closely matching staffing levels to workload with accurate forecasts, intelligent real-time monitoring & reporting.



Gold Application Development
Gold Application Integration
Silver Cloud Platform



Microsoft Australia Partner Awards
Celebrating Excellence | Winner
Excellence in Industry and Platform Innovation