



# Catch and resolve issues before users notice them

The purpose of the CyPulse Monitor Service is to have a service running which is separated from the rest of the software within the suite which can be used to trigger an alert if any of the services are not operating correctly.

CyTrack Professional Services offers an optional level of service care for customers utilising CyPulse where designated alerts can be escalated directly to our help desk for immediate investigation and resolution.

Examples of some of the events monitored are listed below although this may change according to your own system installed and also additional events are being continually added as the monitoring system evolves:

- **CTI connection to PBX**

- CTI pulse not confirmed (disconnection)

- **SMDR connection**

- Configurable time since last call
- Disconnection from assigned TCP/IP port

- **CyRecord service**

- Database Connection
- Service is running
- Time since last recording
- The Recording
  - 'SizeMismatch' looks for voice recording file sizes where the file size does not match what it should be compared to the length of the call data. This can occur if the recording is interrupted in some way part way through the call
  - 'Connection to DeskServer'
- The 'Recording SilenceExceeded' call test that recordings do not exceed the expected percentage of silence (this is configurable by you)

- Ability to poll relevant API
- Disk Space
- Time since last Ping from DeskServer

“CyPulse alerts provide options that allow users to control the granularity of the alerts and also whether this is to be directed to the customer internal help desk services only or also to CyTrack Professional Services..”

# 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.



Web 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.



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



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