CYSOCIAL
Social Media integration

Connect with your customers with open, rich media chat and messaging capabilities

Customers today have choices in how they communicate and its not just the telephone that is the preference! We now have a proliferation of dozens of new forms of communication: Internet, email, web messaging, VoIP, IM, video conferencing and now organisations are pressured as customers demand to communicate via their social media preferences.call-back or even Facebook and Twitter!

CyTrack's CySocial message server brings open, rich media chat and messaging capabilities across SMS, Web Chat, WhatsApp and Facebook Messenger to provide real-time communication and collaboration. CySocial drastically increases resolution speed for customer queries and issues for improved customer experience

Business benefits.

- Professionally manage and measure your Social Media and ensure you're connected to your customers

- Get real-time Social Media use trends with the CyReport BI Dashboard

- Get full historical reports on all your Social Media marketing and client requests with our CyReport BI module

- Add CyCX AI to CySocial Message Manager to combine self-service virtual agents and human-assisted live chat

Works across all channels

Our conversational IVRs and bots work across web and mobile chat, SMS, WhatsApp, and your CyCX-Connect contact center.

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Work with your business logic

You need to be there for your customers at anytime, anywhere. Build solutions to accomplish tasks and deploy CyCX AI for any channel — from Facebook Messenger to WhatsApp.Tie in third party CRM systems to deliver contextually relevant customer information at the right time with a simple API call.

Handoff conversations from CyCX AI to your agents seamlessly.

CyCX AI works with your contact center by passing a conversation on to a live agent with the context intact. Instruct CyCX AI to collect information that can help a live agent assist a customer more efficiently.

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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.

CYDESK
Unified Communications & CTI

CYREPORT
Reporting, Dashboards & analytics

CYRECORD
Voice & Screen recording

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

CYRECORD INSIGHT
Speech Analytics

CYCALL
Telemarketing & Pro-active engagement

CYCX CONNECT
Omni Channel Contact Centre

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.

CYSMS
SMS Messaging

CYCHAT
Web Chat Messaging

CYPULSE
Services Monitoring

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.

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

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CyCX AI
Artificial Intelligence

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
IVR & Self Service

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.

CyLive Speech
Speech Cognitive Services & AI

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

CyCoach
Evaluation & Assessment

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
Customer Satisfaction & Survey

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'.

CyCX WFM
Workforce Management

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.

Customer experience technology for a smarter business | **www.cytrack.com**

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