CYREPORT™

Reporting, Dashboards & analytics

Reporting & dashboards, business intelligence

CyTrack CyReport is a powerful SQL database driven business reporting tool for telephony systems. The browser based user interface delivers reporting information via a large and powerful suite of intelligent reports.

> " What gets measured gets managed

Reports may be emailed automatically on your own schedules, or run as ad-hoc reports. Create your own filters for deep analysis of your business and team performance.

Features

- A large suite of powerful reports for system performance, service levels, grades of service and agent/team evaluation.
- Automatic Scheduling of reports to print, email or file (CSV, PDF, Excel).
- Logging, reporting and playback of call recordings via optional CyRecord™.
- Multi-user and multi-site support.
- Account code tracking for project/Item billing.
- Web based client.
- SQL database architecture and SQL reporting services reports architecture.
- Powerful carrier tariff interface.
- Directory and information services.
- Serial & IP call logging.
- Cloud or premise based.
- Modular upgrade options.
- Compatible with most telephony platforms.

Business benefits

- Measure staff efficiency to improve productivity and customer service.
- Increase profitability by tracking and controlling costs and billing projects.
- Improve accountability due to divisional cost allocation.
- Better KPI management leading to enhanced contact centre service levels.
- Deliver powerful scheduled information to key personnel and stakeholders.
- Easily measure your key business metrics.
- Reports by system performance, grade of service, team or individual.

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Upgrade options

CyReport Business Intelligence Dashboard & Alert Management Centre.

For added power and real-time information add our optional **CyReport BI Dashboard**. Whether you need telephone call accounting statistics, or call centre information for a wallboard, CyReport BI Dashboard has the answer.

> " A user-configurable interface that lets YOU control what YOU want to see.

You design your own business centre and then create thresholds, targets and alerts, giving you complete control over your business intelligence.

Add voice recording with CyRecord™

For unique and centralised Business Intelligence, integrate voice recording and playback into one solution with our CyRecord™ application.

Voice recordings are linked to the data reports and you can simply click within the report to play back individual voice recordings to review the content of the call.

Voice Recording search and playback has never been this easy. Create powerful schedules and have a link to the selected voice recordings sent to your email anytime.

CyReport BI dashboard features

- At a glance performance statistics.

- Set targets or thresholds and be alerted of statistical changes by playing a sound, changing a colour, by email and/ or SMS.

- User configurable.

- Desktop or web browser based for operation anywhere.

- Create unlimited profiles/ layouts.

- Multiple Graphs – Figure, Grid, Bar, Pie, Speedo.

- Ticker tape with configurable settings for team messages.

- Data farm statistics from CyReport, CyRecord™, CyCX-Connect™, CyCall™ or CyLive™ according to applications installed.

- Can be configured to external databases for additional data presentation.

- Optionally deliver voice recordings as well as data reports.

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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

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

CYCALL
Telemarketing & Pro-active engagement

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

CYRECORD
Voice & Screen recording

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

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.

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.

CYCX CONNECT
Omni Channel 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

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

CYCHAT
Web Chat Messaging

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.

CYSOCIAL
Social Media integration

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

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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'.

CyPulse
Services Monitoring

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

Microsoft Partner
Microsoft

Gold Application Development
Gold Application Integration
Silver Cloud Platform

MAPA 2016
Microsoft Australia Partner Awards
Celebrating Excellence | **Winner**
Excellence in Industry and Platform Innovation

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