



Evaluation and training, coaching, guidance and feedback

Your people act on the front line and are the face of the company to your customer. They deliver the 'moment of truth' which determines a customer's perception of, and reaction to, your brand and business. Moments of truth can make or

break your organisation's relationship with your customers.

The cost to a business of a poorly trained or equipped team should not be underestimated.

“No business can overstate how important training is to the quality of service, morale of the team and business bottom line.

It's a challenge for businesses to deliver training consistently and also equally important, evaluate, provide feedback and continue growth of skills after initial onboarding is provided.

CyCoach was conceived to deal with this challenge and to enhance the investment that our customers make in technologies such as voice recording.

CyCoach is the next step and leverages voice recording to deliver a sophisticated agent evaluation, feedback and training management process.



Questionnaire creation & management centre

Create an unlimited number of questionnaires in the powerful interface straight from your web browser, build in a wide range of answer matrices, such as Y/N, rating ranges, or descriptive ranges such as excellent, good or poor.

E-learning library

Import and publish a range of reference material for training. Agents can access via their Agent Portal and in conjunction with their assessments and feedback.

Reporting centre

A wide range of reports are created that deliver the results of assessments including comparative results and trending performances.

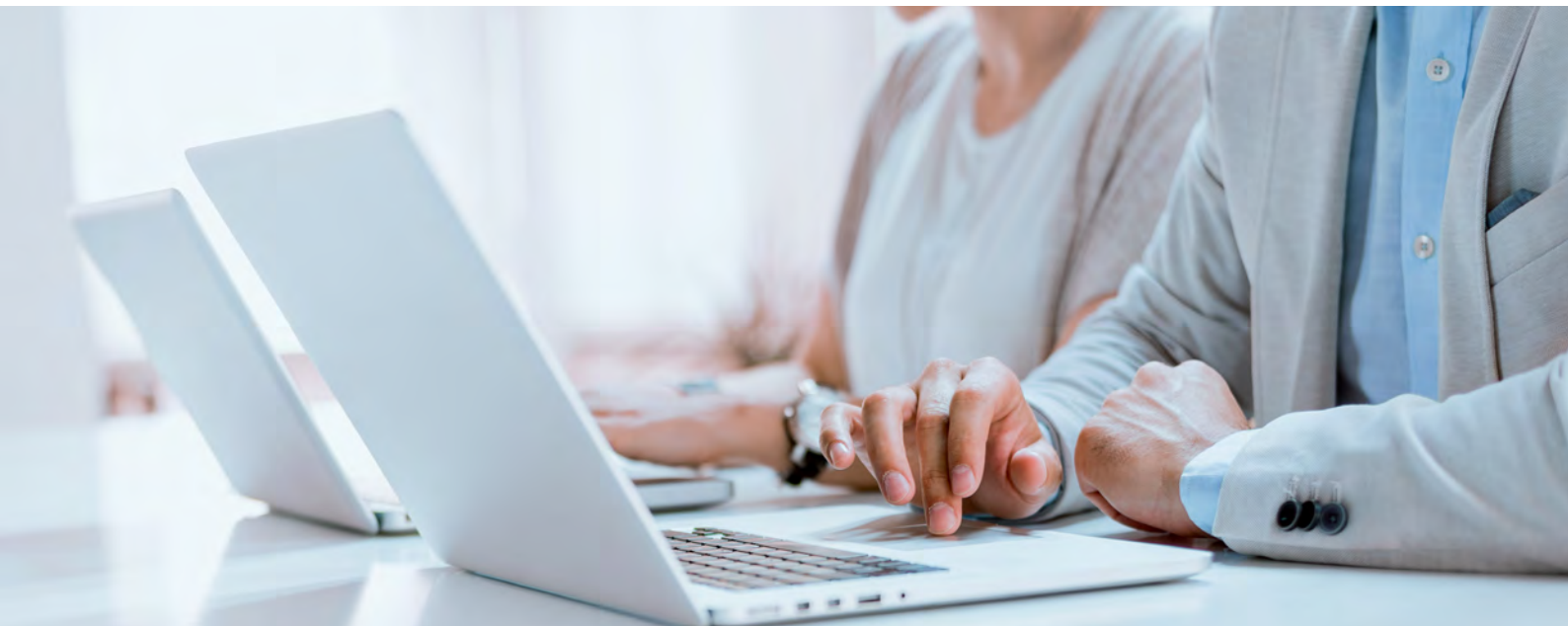
Agent assessment centre

Where assessments are designed based on questionnaires created; The assessor selects a date range and filters based on the agent name and a random voice recording is obtained from the records. The assessor plays the recording, applies the questionnaire and rates

each question accordingly. The assessor can reference material in the E-Learning Library against each individual question and assign additional learning material to the agent.

Agent portal for assessment collection and learning progress

The Agent logs into their own personal web portal to review the results of their assessment and also access assigned learning material.



“ Deliver a sophisticated agent evaluation, feedback and training management process

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



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.



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



Gold Application Development
Gold Application Integration
Silver Cloud Platform



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

