



## Virtual Assistant for your Live Chat, Social Media and IVR engagements

**CyCX AI enables you to deliver conversational IVRs and bots that work across web and mobile chat, SMS, WhatsApp, and your CyCX-Connect omni channel contact center.**

Every conversation has a purpose. CyCX-Connect speech recognition and NLU engine interprets conversations to determine your customers intent and accomplishes specific tasks based on their goal. Select and customize specific tasks for CyCX AI to perform based on your customers needs.

## Why CyCX AI works...

### Improved Customer Experience

Placed in front of live chat, CyCX AI virtual agent in CyChat creates a convenient way to self-serve and reduces live chat sessions by up to 80%. Based on a set of customisable rules and triggers, the virtual agent can seamlessly escalate users from virtual to real agent, with a complete history of their conversation passed to the live chat agent.



**CYTRACK**  
INTELLIGENCE SYSTEMS

In partnership with  
**Panasonic**  
BUSINESS



## Works across all channels

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

## 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.

## Complementary Solution

CyCX AI is designed to be complementary to the systems and processes already in place and can be easily integrated with existing modules in the CyTrack Suite including CyCX-Connect Omni Channel and CyLive IVR. Combine CyCX AI's knowledge base with CyLive + Speech Cognitive Services to deliver speech to your AI and customer interactions.

“With CyCX AI you are empowered to deliver a fully integrated support experience by combining self-service virtual agents and human-assisted live chat.



# 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.



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



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.



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'.



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

