CYSERVICE

An outline of all our support services including our free consultancy service

Digital transformation is about creating experiences that matter. Gartner says that by 2025, the contact centre organization will be exploiting the benefits of an application ecosystem and tools to better equip staff to work in teams. Application leaders for customer service must assess the technology and changes for the future of work to provide cutting-edge customer experiences.

❝ We believe the contact centre is critical to meeting organizational objectives of delivering consistent, intelligent and personalized customer experiences, irrespective of the customer engagement channel.

CyTrack software engineering and technical services ensure our customers can fit the solution to their own needs and realize the benefits of an optimized customer service contact centre of the future.

No single vendor will provide a complete solution. To foster the application ecosystem approach it's essential to work with a partner that can provide specialised professional services across the four pillars outlined below. The services are needed to ensure the correct and tight fit to your innovative business processes and it's critical that integrations can be achieved to your technology and also custom engineering can be delivered to budgets and in a timely manner.

CyTrack Consultancy Services

CyTrack provides free consultancy services to help you design the best customer experience solution for your business. We understand that choosing from the latest telephony applications and contact centre technologies is a very specialized area. We have over 24 years of experience to bring to your assistance and with our platform agnostic strategy and strong integrations capabilities we are well placed to provide independent input to your teams project review.

CyTrack Systems Integration Services

CyTrack technical services and powerful API's enable integration to the applications you use every day to deliver efficient business processes and unified customer experiences. CRM and application integration offer an effective and economically viable way to engage with customers and provide specific targeted customer experiences. The technology offers a way to truly cater to customers individual needs and deliver customer specific service delivery mechanisms, enabling a level of engagement never before possible.

Organisations unifying customer experience are able to drive a significantly higher level of customer satisfaction and in addition increasing revenues.

CyTrack has over 24 years of experience in systems integration and together with our wide range of existing integrations and our powerful API's for customer applications we are globally recognised specialists in this area.

In partnership with
Panasonic
BUSINESS

CyTrack Customisation Services

CyTrack customization services provide high level engineering services to tailor our software to meet your unique business requirements and processes. No business is the same and you need a partner that can deliver nimble and adaptive solutions.

Our products are extremely granular in their features, functionalities and configurations and we owe that to all our customers. Our customization services are the backbone of who CyTrack is and we continually learn new ways in how businesses want our products to be adapted to fit their needs and aspirations.

We think we shine in this area and unlike very large international corporations that just cant react in a timely manner and often even at all to such custom requirements, with CyTrack you can engage with our consultants and engineers and arrive at the design you are after.

CyTrack Cloud Services

CyTrack Cloud Services offers you subscription based, hosted infrastructure and software services for your complete customer experience contact centre solution.

Transform your business – Evolve-CX Solutions is an affordable subscription based Contact Centre as a Service allowing you to instantly transform your business, simplify your infrastructure and boost your customer experience to new levels.

Utilise the power and the flexibility of Contact Centre as a Service (CCaaS) with Microsoft's Skype for Business™ combined with CyTrack's Evolve-CX Solutions. Evolve-CX Solutions's cloud based subscription service means no expensive capital outlay, so you can stay competitive and relevant in today's fast-moving technology driven world.

Whether you are a team of just two, a large enterprise group, in one office, in various geographical locations or utilising remote workers, with Evolve-CX Solutions you can now offer the key requirements for successful and modern customer experience.

CYTRACK
INTELLIGENCE SYSTEMS

In partnership with
Panasonic
BUSINESS

CyTrack Professional Services

CyTrack Professional Services bring the specialists to the product, from deployment & training services, to after sales support and moves adds and changes our team is available to your business 24/7.
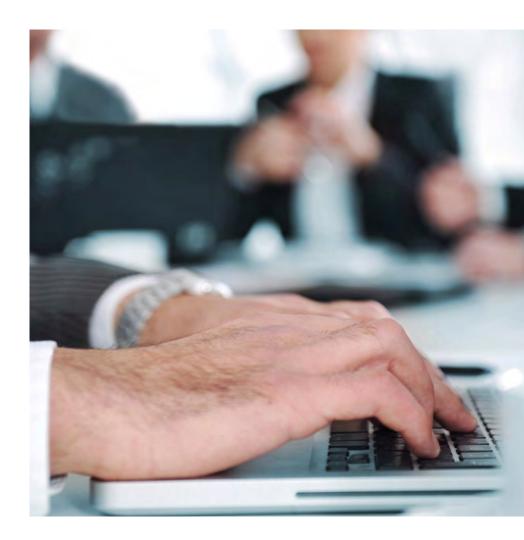
CyTrack utilises a service management approach which is based on the ITIL standard, that encompasses focused processes

for managing all components of our service delivery, such as incident management, change requests and control, or configuration changes etc.

CyTrack's helpdesk is contactable 24 hours per day, 7 days a week, and users can log a ticket or raise an issue at any time.

We offer many multi-tiered service delivery options to ensure that our important services can be available for any sized business budget.

In partnership with
Panasonic
BUSINESS

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

CYREPORT
Reporting, Dashboards & analytics

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.

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.

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.

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.

In partnership with
Panasonic
BUSINESS

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.

CyPULSE
Services Monitoring

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

Microsoft
Partner

Gold Application Development
Gold Application Integration
Silver Cloud Platform

Microsoft

MAPA2016

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

CYTRACK
INTELLIGENCE SYSTEMS

In partnership with
Panasonic
BUSINESS

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