CYREPORT PLUS

Powerful ACD business reporting for telephony systems

CyTrack CyReport utilises a powerful SQL database and browser based user interface to deliver live information for up to 110 intelligent reports.

Set reports to be emailed automatically on your own schedules and delivered directly to your email, or run ad-hoc reports and create your own filters for deep analysis of your business and team performance.

Business benefits

- Measure and improve staff efficiency, productivity and customer service.
- Increase profitability by tracking and controlling costs.
- More accountability due to divisional cost allocation.
- Better KPI management leading to enhanced contact centre service levels.
- Manage your key business metrics better by utilising a configurable web based Business Intelligence Dashboard with real time indicators and alerts.
- Reports by system performance, grade of service, team or individual.
- Schedule monthly, hourly, daily by e mail, SMS, print or file.
- Real-time dashboard and up to 110 reports.

Agent presence & statistics

- Real-Time ACD Agent status.
- Real-Time ACD group statistics.
- Real-Time agent ticker tape.
- Range of report services including: Idle, Busy, Wrap-Up, Break, Out of Service, Logged Out.

ACD leaderboards

- 'Gamify' the call centre experience!
- Motivate and reward key performers.
- Compare your position to colleagues.

In partnership with
Panasonic
BUSINESS

CyReport features

- Up to 110 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 optional.

- CyRecord™ call recordings.

- Multi-user and multi-site support.

- Account Code tracking for project/ Item billing.

- Compatible with most telephony platforms.

- Web based client.

- SQL database architecture and SQL Reporting Services.

- Reports architecture.

- Powerful Carrier Tariff interface.

- Director and Information Services.

- Serial & IP call logging.

- Cloud or premise based.

- Modular upgrade options.

Dashboard features

- Real-time at a glance 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™, CyCall™ or CyLive™ according to applications installed.

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

❝ What gets measured gets managed

CYTRACK
INTELLIGENCE SYSTEMS

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

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.

CYTRACK
INTELLIGENCE SYSTEMS

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'.

CYPULSE
Services Monitoring

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

CYTRACK
INTELLIGENCE SYSTEMS

In partnership with
Panasonic
BUSINESS

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