



## No desktop software install required

CyDesk's web based architecture allows easy access using leading web browsers on both PC and Mac

# Desktop call control with CRM, applications and business process integration

### Link your most important business tools

CyDesk integrates all of your standard telephone controls, CRM, applications and business processes right onto the computer desktop, enhancing the customer experience and saving valuable time on each call.

### Web based architecture and browser interface

Being a HTTPS/HTML browser based application, CyDesk users can log in and operate the software without having to install locally on their workstations. The web based architecture works great for remote workers and road warriors. Log in using a web browser from home, a café, or on the road to be part of your team.

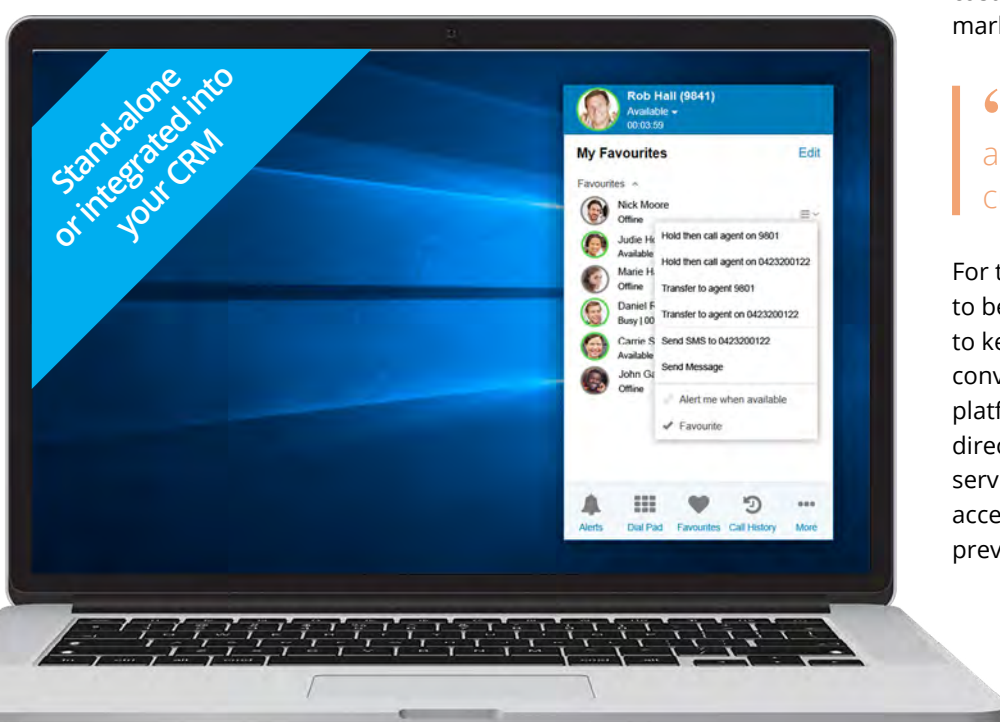
### CRM and database integration

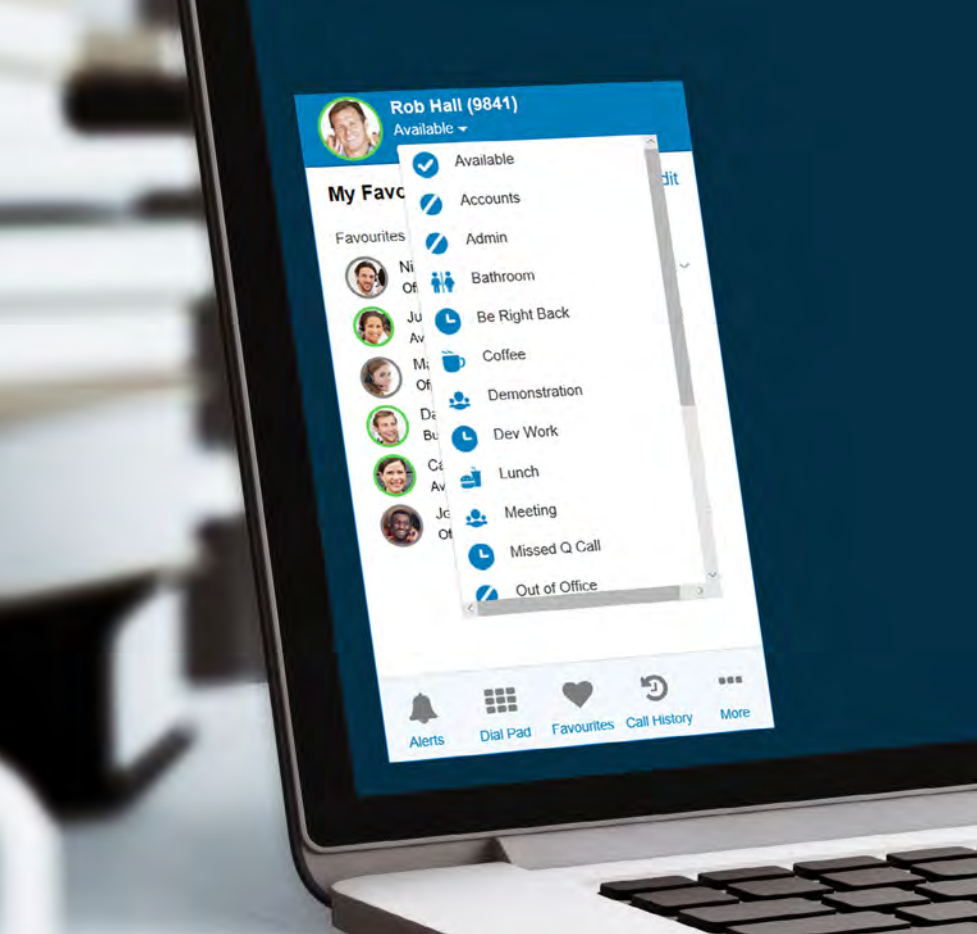
CyDesk can be used stand-alone or integrated into existing technology investments, including your Customer Relationship Management system (CRM), database, Outlook, Access and many other Windows based applications.

Integration enables you to efficiently engage and track customer life-cycles from marketing through to servicing.

“ Build an easily accessible history of customer conversations

For the omni-channel approach to be successful, it is important to keep track of your customer conversations across different platforms. By integrating CyDesk directly into your CRM, customer service agents can automatically access an invaluable record of all previous interactions.





**Who is busy, who is free?  
Easily identify status of  
individual users.**

Users can quickly and easily update their status to any one of the options predefined by the administrator. This allows staff to identify the status of their colleagues, how long they have been away and enables supervisors to monitor the efficient use of time.

If a user wishes to contact another user who is currently unavailable, they can easily message them or even set an alert to identify when that user becomes available.

## Screen-pop with caller's details

CyDesk allow agents to access the caller's details immediately, enabling them to answer with a warmer, more professional welcome. By integrating into your Customer Relationship Manager (CRM) or database, calls are automatically matched with contacts in your system and the customer's information is presented in a screen-pop right on the agent's desktop.

When used in conjunction with Outlook, CRM or a database, previous calls are logged and all the customer history (including recorded calls where applicable) are easily accessible at the click of a button.



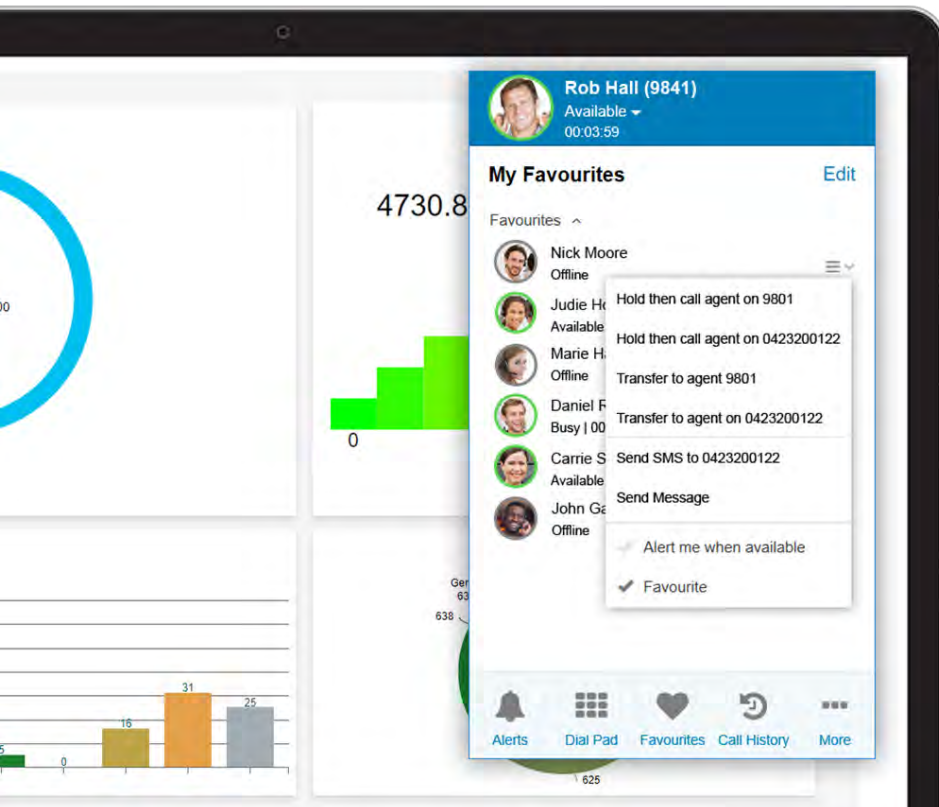


## Call control from your desktop

Calls can be answered, put on hold and transferred with the click of a button. Agents can select from a range of transfer options; they can SMS or instant message colleagues or have CyDesk alert them once a busy user is made available.

CyDesk enables click-to-dial from Outlook, CRM, database or anywhere in Windows.

This intuitive and flexible system ensures an efficient and cost effective platform for your organisation, whilst providing the highest quality customer experience.



## Add CyReport™ to measure your key business metrics

CyReport is an optional add-on which offers powerful reporting tools for system performance, service levels, grades of service and team evaluation. Because what gets measured, gets managed.

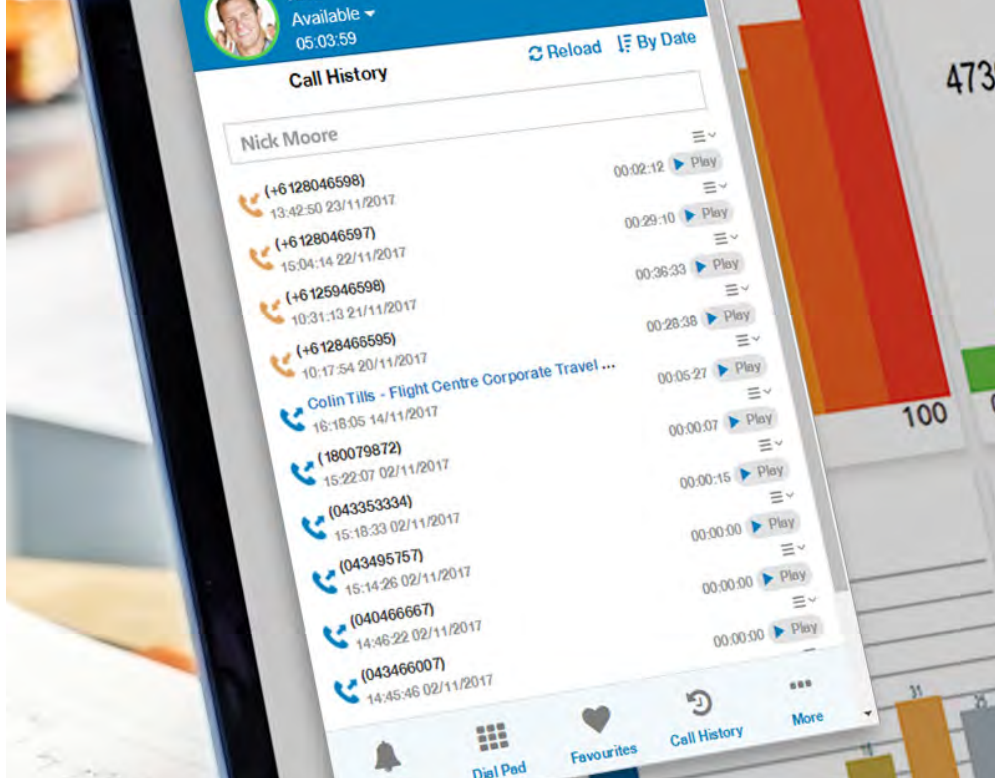
- Measure staff efficiency to improve productivity and customer service.
- Automatic scheduling of reports to print, email or file (CSV, PDF, Excel).
- Multi-user and multi-site support.
- Account code tracking for project/Item billing.
- SQL database architecture and SQL reporting services reports architecture.
- Powerful carrier tariff interface.
- Directory and information services.



## Powerful supervisor monitoring tools

Due to the flexible web based architecture, supervisors can log in and monitor their teams from anywhere using the powerful tools integrated into CyDesk.

Supervisors can see a log of all the calls made or taken by each agent and when used in conjunction with CyRecord, individual calls can be played back at the click of a button.

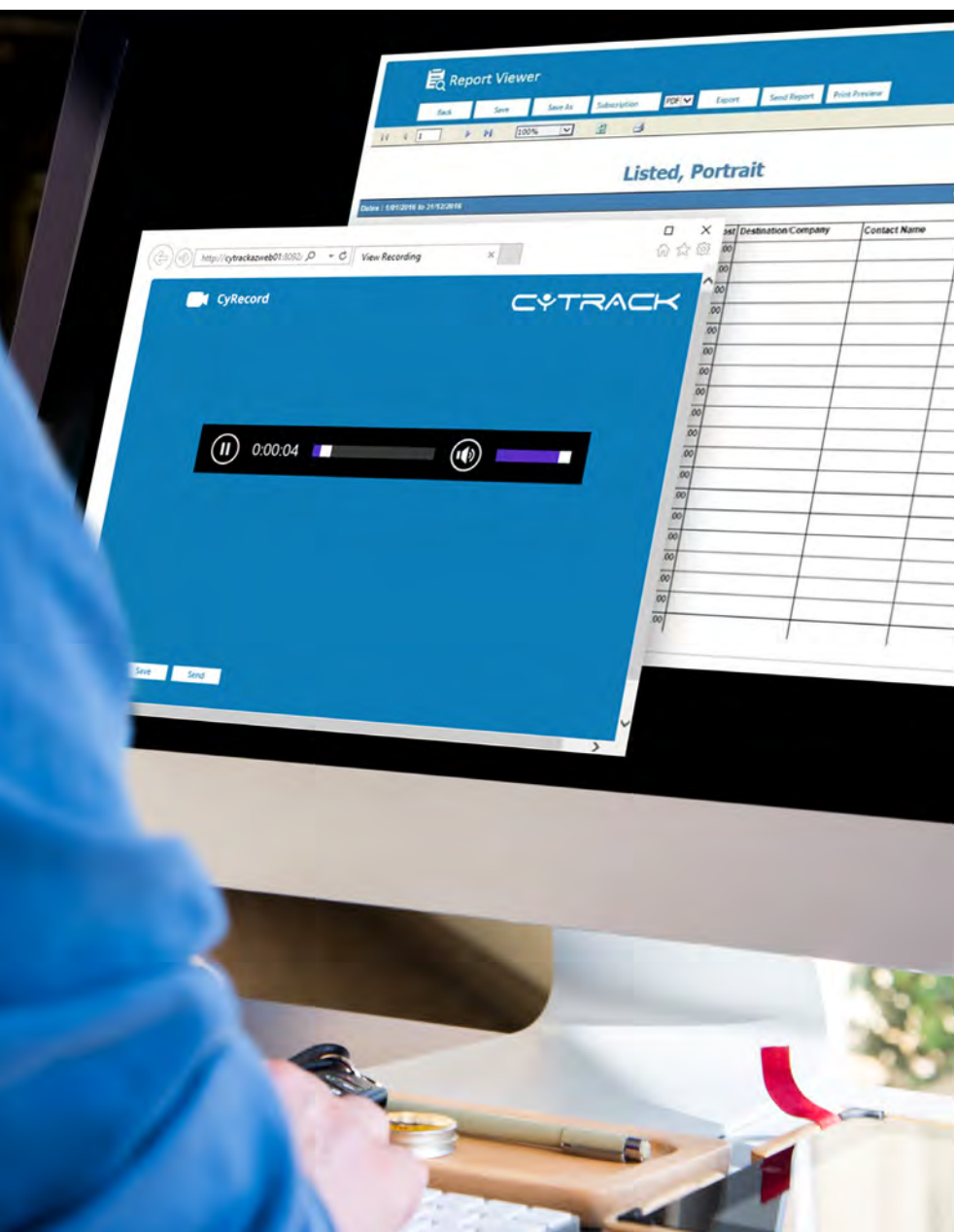


## Add CyRecord™ call recording and reporting with PCI DSS compliance

Essential for any organisation, call recording provides undisputed facts about calls, resulting in more rapid dispute resolution.

CyRecord also allows you to monitor and improve your customer service through listening, training and compliance with the requirements of regulatory bodies.

- Ensure compliance with regulatory bodies.
- Prove adherence to your client's business requirements.
- Improve staff capability through listening and performance review.
- Accurate recording of the facts to improve service delivery.
- Resolve 'who said what' disputes quickly and without concession.
- Pinpoint top performer's skills to help less successful colleagues.





# Key features

CyDesk is packed with features offering an unrivalled level of flexibility, call control and teamwork integration:

## No software to install on individual user's desktops

CyDesk's modern web architecture means that the software is accessed using any major browser, meaning there is no software to install on the individual user's computers.

## HTTPS security

CyDesk utilises HTTPS security to protect the integrity and confidentiality of data by encrypting during transport.

## Real-time supervisor management from any location

Supervisors can access a full overview of all users, queues and calls from any location via the CyDesk Manager tool.

## Update presence status

Users can update their current availability status which is then visible to all other users.

## Admin configurable breaks

Administrators can create and configure break types/ availability.

## Show availability of home/ remote workers

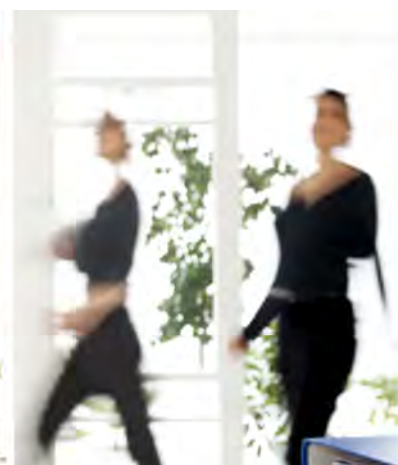
Display the availability status of all users, whether they be in the same geographical location or working remotely.

## Alert when available

If a colleague is currently unavailable, the user can set an alert to identify when they become available.

## Instant messaging between users

Instant messaging allows users to communicate quickly and easily from one central application.



## Hover to view who a busy agent is in a call with

A highly useful feature which enables users to see at glance whom agents are currently on a call with. Please Note: This feature is also a configurable option in CyDesk manager (the central administration portal).

## Multi-column favourites

Create multi-column displays for large favourites lists. Perfect for reception environments.

## Call forwarding profiles

Create, configure and easily switch between call forwarding profiles

## Park calls

Enables users to put calls 'on park' and answer parked calls.

## Conference calls

CyDesk makes it easy to create multi-user conference calls.

## Call control from the desktop

Calls can be answered, put on hold and transferred with the click of a button.

## Click-to-dial

Click on phone numbers to dial from within your web browser, Outlook, CRM, database or anywhere in Windows.

## Answer another agent's call

Pick up calls from another agent in your favourites list.

## Silent Monitor

Provides the ability for a supervisor (that has the feature enabled) to listen in to another agent's call in the background. At any time the supervisor can then 'barge-in' and join the conversation and assist as required.

## Add notes for other users

Add notes to a call which can be viewed when the call is transferred to another team member.

## Add completion codes

Set completion codes for calls for easy categorization.

## Add account codes

Add account codes to log calls for billing purposes.

## View call history

View call history listings by date order or by category (inbound, outbound, or missed calls).

## View call history of other agents

View the call history of other users if configured with permission. Agents can also be configured to have their call history made unavailable for anyone else to see. For example, a company owner might wish to see the call history of his employees but not vice versa.

*\*Please note that not all features are available on all telephone systems. Contact us for details.*

### Customisable interface

Users can configure their interface as well as customising teams, favourites and menus to suit their personal requirements.

### Populate favourites

Supervisors can set up a central 'master class of favourites' for population to selected users.

### CRM Integration

CyDesk can be integrated into most CRM systems to work seamlessly with your current technology investments.

### Screen-Pop caller's details

By integrating with your CRM, CyDesk can recognise incoming calls and display the caller's information straight onto the users desktop, allowing a warmer more professional welcome.

### Access to CRM/ database details

With the CRM integration, users can easily access the caller's full CRM/ database entry, therefore allowing them to access all relevant details and history.

### Search your CRM from CyDesk

Search the CRM straight from CyDesk for improved efficiency.

### Outlook integration

Link Microsoft Outlook contacts data straight into CyDesk. Very useful for users who have built up a list of contacts in over the years.

### Calls logged in CRM

All calls are automatically logged into any integrated CRM including the date and time of the call.

### Sync Skype for Business presence

If your team is using Skype for Business, CyDesk can integrate to ensure your presence is synced between the two systems.

### Setup busy lamp fields

CyDesk shows ACD groups as a BLF in the extension list.

### Scale up to 10,000+ users

Perfect for teams of any size, however small or large.

### Add CyRecord™

Optional call recording and playback integration.

### Add CySMS™

Send and receive SMS messages.

### Add CyReport™

Measure key business metrics.

### Add even more...

Create a solution that fits your unique business requirements with CyTrack's full range of modular software.

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## Options

**CyDesk Team** is our entry level Unified Communications desktop app that provides integration to Microsoft Outlook for click to dial and screen pop, plus a range of smart business features for office collaboration, shared presence and more.

Choose **CyDesk UC** if you require CRM integration, Skype for Business integration or CyTrack Contact Centre agent controls and functionality.

CyDesk, when integrated with **CyRecord** (our optional ISDN2, ISDN30, analogue and IP recording solution) offers rapid access to recordings, controls selective recording and enables pause record when taking credit card details to comply with PCI DSS.

## Take it to the next level

The CyTrack suite of software applications is modular enabling you to pick and choose what works for you.

CyDesk is the desktop telephony interface and building block for CyTrack's omni-channel **CyCX-Connect™** Inbound Contact Centre and **CyCall™** Outbound Contact Centre solutions. These solutions take your business to the next level in modern sales, marketing and customer service technology.

In the modern social online world, your customer's call has never been more important. To be successful today, you must be able to swiftly and professionally respond to your customers across

a broad range of interaction channels, from voice, to email, web chat to social media. This has to be managed together with ensuring customer satisfaction levels are high and ensuring the right person with the best skills is matched to handle the connection.

“You don't need to be a call centre to utilise Contact Centre technology.”

Last but not least, it's essential to deliver accurate information in real time and historical reports to all divisions of the 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.



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



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



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.



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



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



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.



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