



# Self-service automation intelligent IVR & design tool

Providing your customers with self service automation is a must. More and more industries and businesses are adopting this as a means to improve efficiency, reduce costs and create an environment of empowerment.

CyLive is a powerful Interactive Voice Response (IVR) engine and management module designed to offer very sophisticated features. The user configurable interface uniquely provides an IVR designer tool in flow chart design.

- Offer your customers self service.
- Save high skilled human resources for complex and more personal tasks.
- Create new services.
- Enrich customer relationships.
- Increase efficiency and lower costs.
- Empower your business.
- CyLive IVR Designer Tool.
- Real-time monitoring.
- Reports generator.
- Integration to CyTrack call centre modules.
- Customer database or CRM integration.
- SQL database architecture.



# Typical Applications

## Customer PIN code verification

Route callers to CyLive to collect a unique customer PIN, allowing access to personal information or customised services.

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## Queue call back when integrated with CyCX-Connect™

CyLive can collect caller details and allow the caller to hang-up, retain their position in the queue and receive an automatic call-back when the next agent is available.

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## Personalised routing by either caller ID or customer PIN entry

CyLive can then access your customer database or CRM and look-up specified customer service fields that determine how the call can be routed when integrated with CyCX-Connect™.

## V-commerce

CyLive scripts can be developed to provide online customer payments and real time verification in conjunction with compatible e-commerce systems.

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## Account status

CyLive scripts can be developed to provide customer information or account status after online PIN verification.

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## Personalised call forward

CyLive scripts can be developed to provide a range of options for special or VIP clients for each user desktop when integrated with CyDesk™ and CyCX-Connect™.

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## Service bureau & billing functions

CyLive can provide complete reporting and service billing of functions utilised when integrated with CyReport™.

Telephone access and billing  
CyLive scripts can be developed to provide telephone services via PIN code access and the billing information per account provided when integrated with CyReport™.

# 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.



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