CYRECORD™

Voice & Screen recording

Voice / screen recording and compliance

CyRecord is a powerful and flexible call recording solution for ISDN, Analogue and IP lines and extensions. Essential for any organisation of any size, call recording provides undisputed facts about telephone calls resulting in more rapid dispute resolution. Improve customer service through listening, training and compliance with the requirements of regulatory bodies and your outsourced clients.

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

Two solutions in one. Deliver call recordings with your data reports

For unique and centralised business intelligence, integrate call recording and playback in one solution with our CyReport™ or CyReport Plus™ application. Call recordings link to the data reports and you simply click on the extension within the report or user to play back the call.

Compliance

Compliance is an important aspect for any business. Many organisations now make contracts by phone and require 'voice signatures' in the form of a voice recording. The Government and the Payment Card Industry Data Security Standard (PCI DSS) mandates businesses to record and archive customer interactions.

The CyTrack CyRecord solution therefore allows your

business to turn on features such as voice and screen recording, this combined with important audit reports and performance review enables you to meet tough compliance requirements.

> " Get your facts right! Call recording and reporting with PCI DSS compliance.

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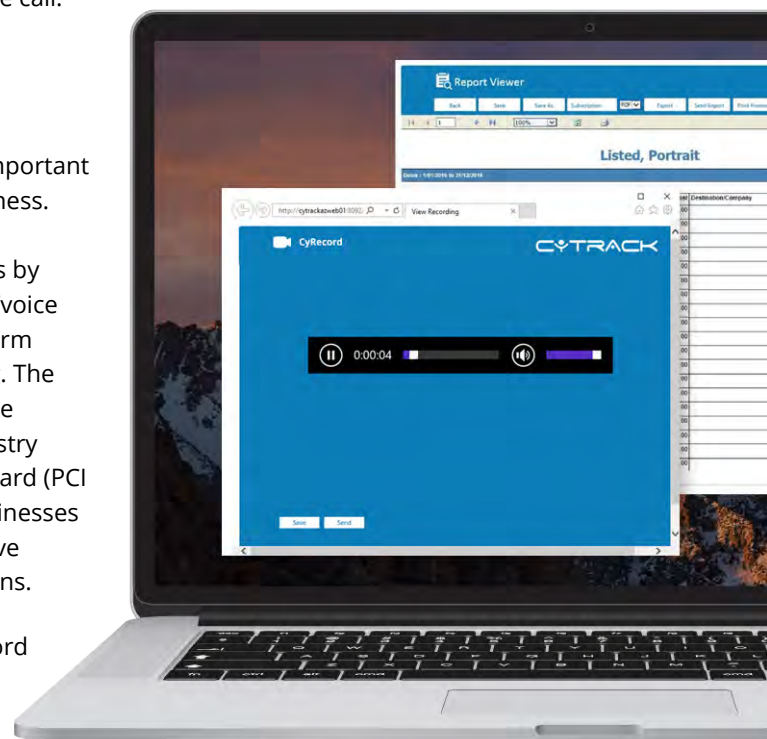
On demand

CyRecord allows you to record telephone conversations with the click of an icon in CyDesk™. You can then choose to have the recorded conversation stored under the Outlook or CRM contact record. Replay messages by clicking on the CyRecord message and play back via your computer's speakers. You can also easily email and forward messages.

Automated

CyRecord provides our 'PCI Application Pause API' for those customers that require an automated approach. An example of this in application is when an agent switches to a data entry screen to enter an order and the recording must therefore be paused automatically in order to adhere to the PCI DSS requirements. Once the agent moves away from the data entry application, the recording of the call is resumed.

Please speak to our sales team to find out if your application is compatible to integrate and talk to our 'PCI Application Pause API' for pause/ resume record automation.

Record all

CyRecord optionally allows administrators to set assigned users to record every voice conversation and store the files to a central location for review and/ or archive as applicable. The recording can also be stored under the Outlook or CRM contact record as standard.

Messages can then be played back via your computer's speakers by clicking on the CyRecord message icon.

Easily email and forward messages. Optionally, administrators can restrict the Record playback tab on CyDesk from the agent, therefore limiting playback to only the administrator.

Conditional record

CyRecord optionally allows the administrator to set call completion categories to be presented to the agent. These can control whether CyRecord is activated and also whereby the recording filename can be appended with codes configured into the call completion activity.

Random record

CyRecord optionally allows the administrator to amend settings for assigned users to randomly record voice conversations and store the files to a central location for review and/or archive as applicable.

As with record all calls, the administrator can restrict the Record Playback tab on CyDesk from the agent. Recording playback is therefore only available to the administrator.

- Compatible with all leading PBX brands.
- SIP (Session Internet Protocol) trunks and extensions.
- ISDN 2 (Basic Rate) ISDN 30 (Primary Rate) & analogue.
- Search and playback via CyReport™ web client.
- Files compressed and encrypted as standard.
- Audit reports for compliance requirements and security.
- Calls can be saved and exported or emailed as MP3s.

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Upgrade options

Enhance the power of call recording with CyDesk™, our desktop UC (Unified Communications) solution.

Integrate with desktop applications including Outlook, your Customer Relationship Management (CRM) system, Database, Microsoft Access and many other applications.

Quickly access recordings and previous customer interactions through a screen pop of your customer CRM record, therefore saving time and improving your customer experience.

Control 'Record On Demand', 'Random Recording' or 'Record By Agent Entered Call' category, and will categorise recordings by completion code.

If you are not using IP handsets on a compatible PBX and are using traditional trunk lines, then our CyRecord O Series supports ISDN2, ISDN 30 and analogue connections.

CyRecord V and O series for VoiP and traditional voice recording platforms

As VoiP becomes more prevalent, CyTrack offers the CyRecord V Series SIP recording solution. This Software only solution allows you to install CyRecord on a virtual machine or on your preferred locally sourced hardware.

If you are using traditional trunk lines such as ISDN2, ISDN 30, analogue or a mixture of traditional lines your V Series SIP CyRecord will be the most economical solution if your business uses IP handsets that are on a compatible PBX with CyRecord V Series, as this then captures both trunk and extension activity.

Take it to the next level and add CyRecord screen recording solution

A customer's experience with a call centre Agent is a reflection of what is occurring on the Agent's desktop.

Record most or even all of your Agents' desktops for quality management and auditing purposes. Highly scaleable, efficient and low cost screen recording is now available from CyTrack Interaction Recorder Network.

Recording your calls is only part of the story when striving for complete customer satisfaction. CyRecord optionally captures what happens on your employee's computer screen, offering an ideal solution for training new starters on order input for example.

" Enhance the power of CyRecord™ with CyTrack CyDesk™ unified communications solution

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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.

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 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 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.

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.

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.

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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

Microsoft Partner
Gold Application Development
Gold Application Integration
Silver Cloud Platform
Microsoft

MAPA 2016
Microsoft Australia Partner Awards
Celebrating Excellence | **Winner**
Excellence in Industry and Platform Innovation

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