

CyTrack

TECHNOLOGIES

CyConsole™
Intelligent Front Desk



Unified Communications
Contact Centre Technologies
& Business Intelligence

www.cytrack.com

Intelligent Front Desk

Empower your Front Desk Staff – and create advanced service management and business efficiency with CyConsole's™ interface. CyConsole™ provides computer assisted functions to enable superior operator service for any busy front desk environment - especially suited to Serviced Offices, Hospitality, Bureau Services and Corporate Use.



Features include the name of the number called, Prompts and Scripts for Customised and Specific Call Answer Requirements per business line or number or service or client, Simple Click and Transfer, Integrated Directory of Users and Departments and optional Integrated Messaging options.



Manage your telephone calls easier !

Now answer calls by a click on your PC screen and right click to transfer calls blind or supervised—simply ! Transfer calls, or bring colleagues into a conference call — all just by right click as shown here. Busy Lamp Fields and Speed Dials all make managing your telephone calls easier.

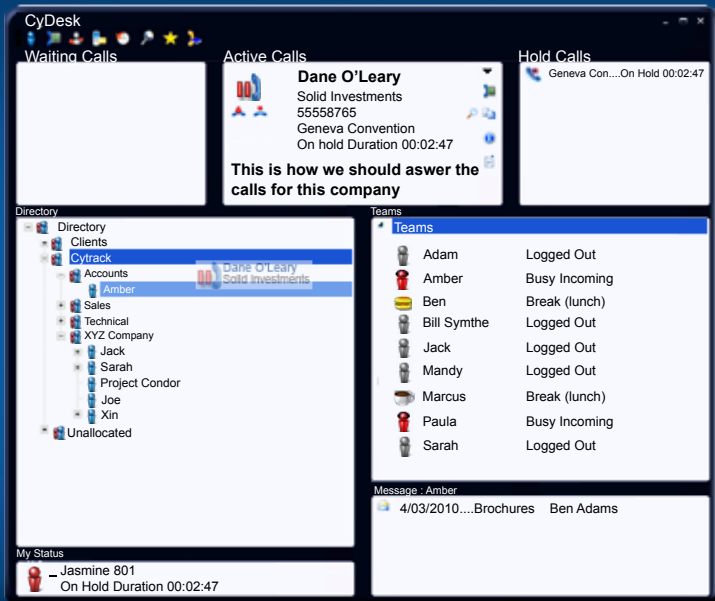
Powerful Operator Assistance

- CyConsole™ enables advanced and specific operator services whether for Corporate Use or Serviced Office and/or Hospitality Services also requiring reporting and billing. The simple interface enables advanced features without operator stress or complicated training required.

Performance Monitoring & Reviewing Team Availability -

In today's modern business environment, providing quality service is a key objective. Leverage CyDesk™ our desktop software for PC users that can then provide the CyConsole™ operator important 'presence' functionalities for team status and collaboration CyDesk™ and CyConsole™ in conjunction with CyReport™ enables service performance adherence and process conformance, full reporting and review of calls made and received. Over 150 reports can reveal areas for improvement, times of low requirement for staff load balancing and general productivity.

- o All Telephony controls from your desktop
- o Click-to-Dial
- o Simple Click and Transfer
- o Prompts and Scripts for Customised and Specific Call Answer Requirements
- o Click-to-Dial
- o Log history to your CRM
- o Review staff and colleagues status with CyDesk™ 'presence' management
- o Manage your calls with speed dials, re-dial, Integrated Directory Tree of Users and Departments
- o Optional - Integrated Reporting, Analysis and Billing with CyReport™
- o Simple Mouse or Function Key - Operation
- o Full screen/toolbar control
- o Name/Company/Initial
- o In-Dial Answer Script
- o Integrated Directory Tree for information and click to transfer
- o Call Scratch Pad
- o Integrated Message Centre and E-Mail
- o Call Time Counter
- o Speed Dials and Extension Status - Display



Customer & Staff Management

- CyConsole™ supports the operator handling many calls at once and delivering to the correct person fast.

Scripts are provided so calls can be answered with a customised response to each incoming number.

Calls when put on hold will alert the operator on the line tab to how long it has been on hold, who the call is for and what company it is for if multi-company services are provided from the one operator position.

Integrated Directory -

CyConsole™ when integrated with CyReport™ provides an integrated Directory of Users and any level of sub-companies and/or departments and divisions.

The Integrated Directory allows for quick and simple powerful searches by name, department, company or any additional information. The Directory can be auto-popped based on the number dialled, therefore providing high level customised answering services. The Directory can be viewed in a tree or list format.

Integrated Messaging -

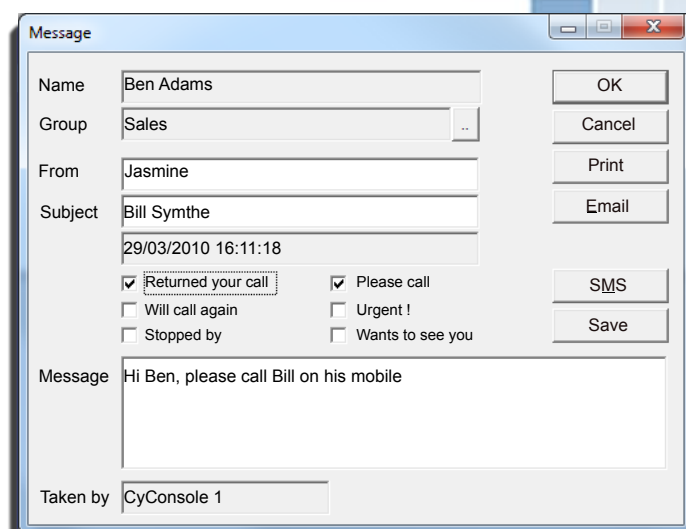
CyConsole™ provides a powerful and multi-media messaging centre allowing one-click operation to send messages to Print, E-Mail, SMS or to Voice or Fax Mail. The Message Centre stores messages by user and provides on-screen icons showing by which method a message may have been sent and allowing re-open and re-send at any time.

The date and time and also operator logged in is logged automatically. Messages can be auto-removed and undeleted.

Presence management' and team communication

Can be greatly enhanced by the addition of staff using CyDesk™, CyTrack®'s powerful desktop telephone integration software for PC users. CyDesk™ users show their availability to the CyConsole™ Operator via their busy/free status and also unlimited status types such as lunch, coffee, meeting, etc. These settings can even be updated to the CyDesk™ user by integration with their Outlook calendar. See the brochure on CyDesk™ for details.

The details of the recipient are not required to be remembered as all details are stored in the CyReport™ Directory for simple click operation.



CyTrack® CyConsole™

Intelligent Front Desk

Call Management
& Service

The Telephone is still one of our most used business tools and yet is vastly under utilised and under exploited given the technologies available today in Computer Telephony Integration (CTI) Call Centre Applications and the Internet.

The CyTrack Suite of Unified Communications Products are designed to deliver the business benefits and functionalities that integrating Computers, Telephones and the Internet can provide.

CyTrack® Technologies create powerful and versatile software applications that deliver advanced functionality, providing you with a business edge. Our products are modular and can be expanded and upgraded with other CyTrack® Modules.



Related CyTrack Modules

- o CyCall™ Multi-Media Outbound & Tele-Marketing Call Centre
- o CyRecord™ Integrated & Flexible Voice Recording
- o CyReport™ Call Accounting & Business Intelligence Reportingo
- o CyQ™ Multi-Media Super Highway Inbound Call Centre
- o CyLive™ – Intelligent Interactive Voice Response (IVR)

Providing

- o Computer Telephony Integration (CTI)
- o Telephony to CRM Integration
- o Front Desk Operation
- o Voice Recording
- o Telephone Call Accounting & Billing
- o ACD Reporting
- o Inbound Call Centre Routing & Queue Management
- o Outbound Call Centre Tele-Marketing Management
- o Interactive Voice Response (IVR)

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