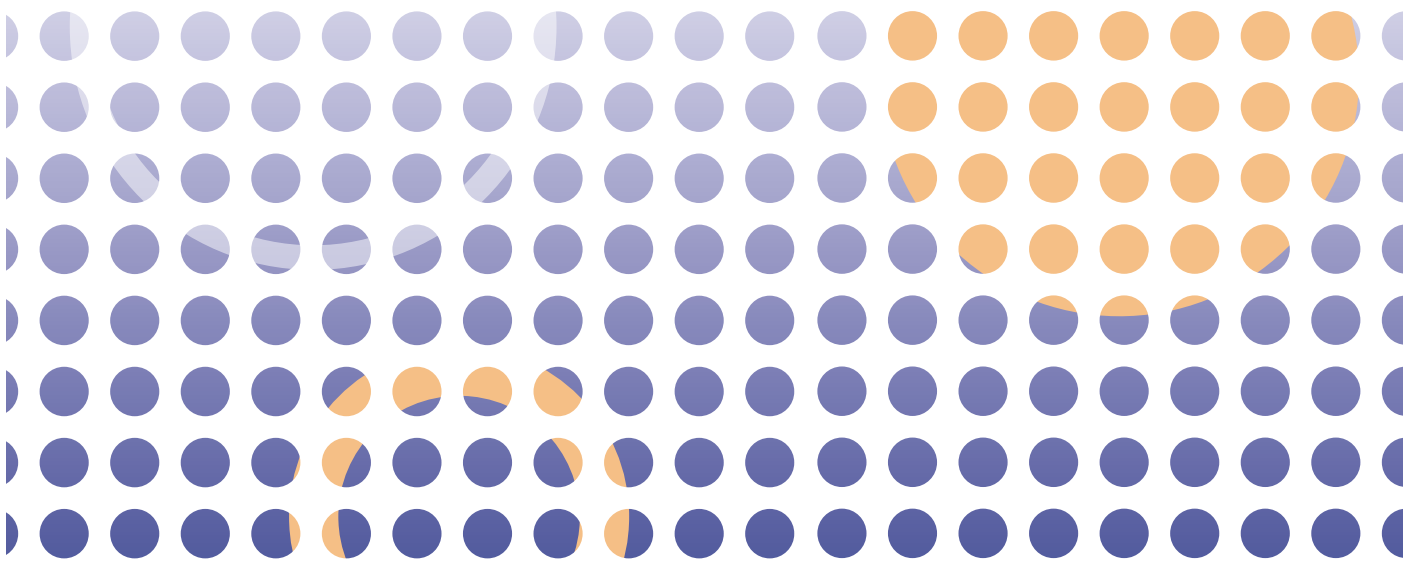




CyTrack
Technologies

Telephony & Call Centre
Unified Communications



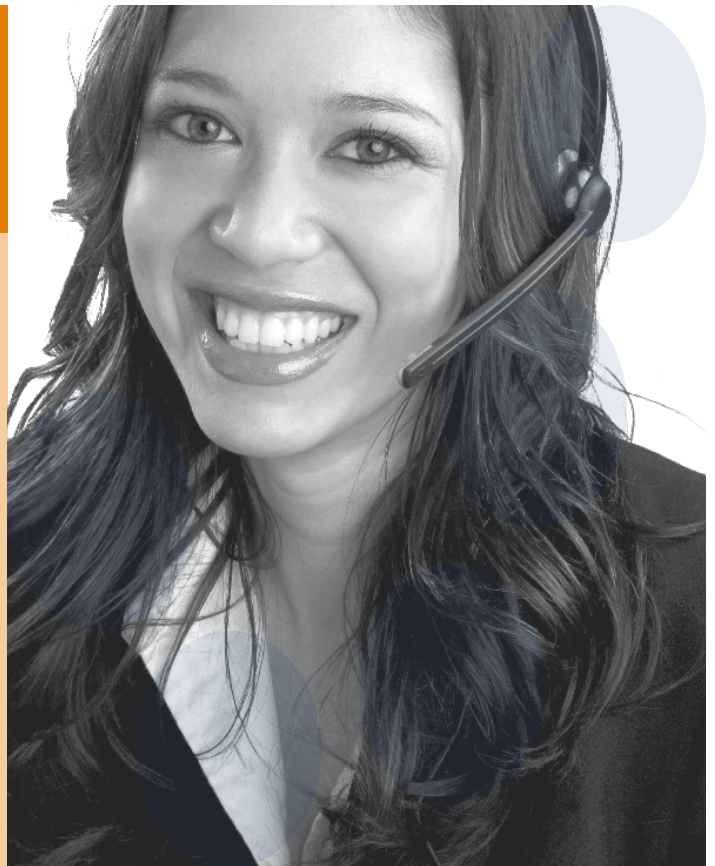
www.cytrack.com

CyTrack CyQ™
Customer Service & Inbound
Call Centre Management

CyTrack® CyQ™

Customer Service & Inbound Call Centre Management

Connect your customers and partners swiftly and efficiently with your best team members to service the call. CyTrack® CyQ™ is the most affordable professional Customer Service and Inbound Management & Reporting system for all businesses. CyQ™ provides your business with the means to route and manage your customers and provide them options on how they want to contact your staff in the best possible way.



Performance & Results Monitoring

CyReport™ is integrated with CyQ™ and powerful reports can be obtained of your inbound customer service channels and individual and team performance. Review resources you have to see that business targets are being achieved. By a well designed routing and agent plan you can analyse important information on your business. Ensure Auditing and compliance guidelines are being met with complete history of all calls and activities.

Professionally manage one of your most important business needs - your customers calling you

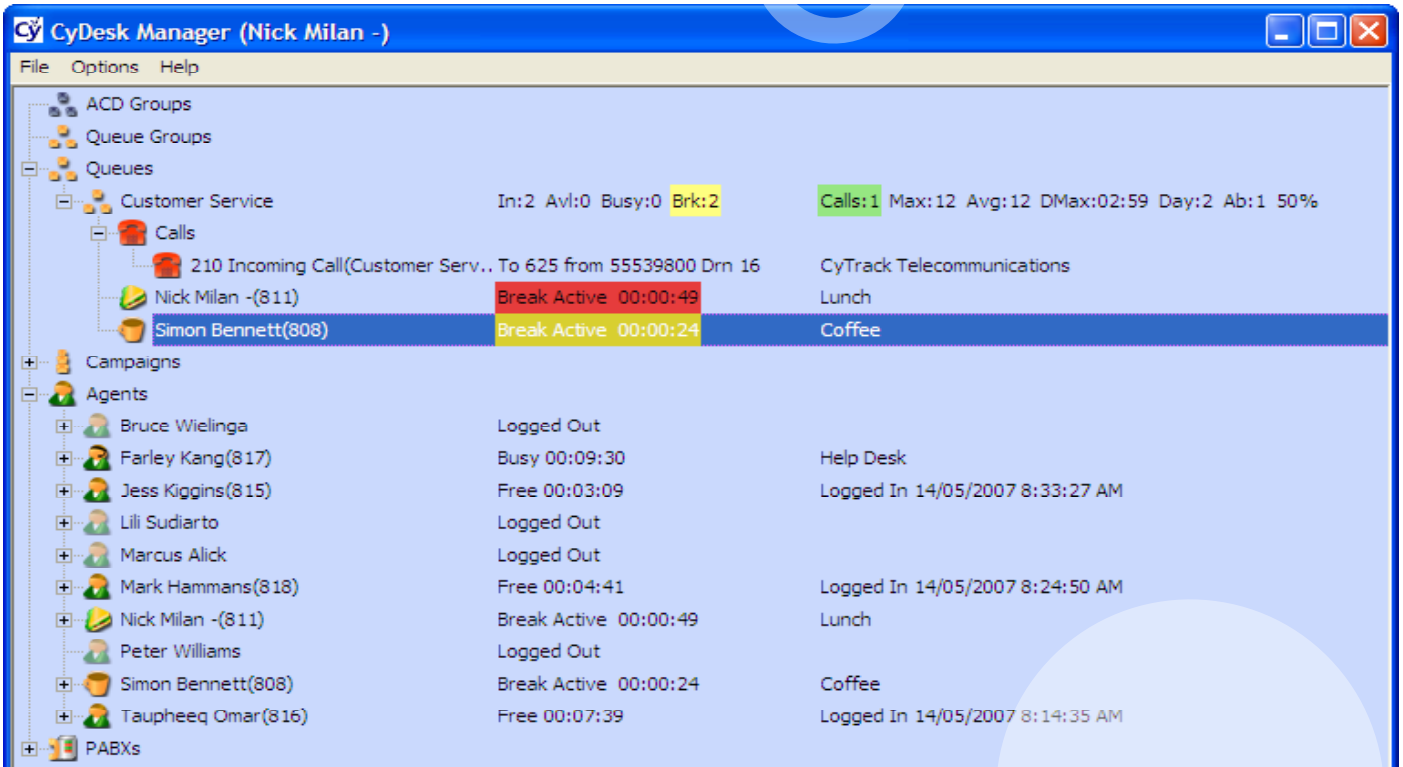
Whether you are a formal call centre managing inbound calls or an informal call group that collectively provides a specific service or business function, CyQ™ can help manage inbound call routing and call queue requirements improving the experience for your customers and your own people.

The Possibilities are endless - give your customers options and/or automate your ability to service them best - how they want

CyQ™ allows for a range of routing possibilities and direction options that allows your customers to choose how they want to contact you rather than just leaving them in queues - provide options to other divisions, voice mail, transfer overflows to other offices, employ skill-based routing to the best trained team members, or even let them hang up but keep their position in your queue and you call them back.

Main Function Points

- o Real-Time Administration Interface
- o Range of Queue Management Distribution Modes
- o Skills-Based Routing
- o Configurable Announcement Manager
- o Auto-Attendant
- o Queue Priority and Overflow Management
- o Drag and Drop Agents and Callers
- o Configurable Threshold alarms
- o Database/CRM Integration
- o Optional Voice Recording
- o Integrated Reporting - over 150 Reports
- o Configurable Completion & Wrap Up Codes
- o Optional Call-Back in Queue Module
- o Configurable Agent break-out codes
- o Optional Tele-Marketing Call Blending Module



Agent Real-Time Management

The CyQ™ Manager Screen provides an advanced real time screen of all queue and agent activity. The Manager can force agents on and off breaks centrally - as well as changing agents between queues and all administration of the system centrally. A range of Real-Time graphs are available to review agent and queue performance statistics.

Queue Real-Time Management

The CyQ™ Manager Screen provides you information on what is happening in your queue groups and customer service channels. Volume, average wait times, abandoned call rates, agent statistics and your set alarm thresholds are all delivered to your in Real-Time. Add agents to queues by simple drag and drop. If you have CyQ™ integrated with your customer database you can see who is in a queue and you can even move callers from one queue to another or direct to an agent by drag and drop.

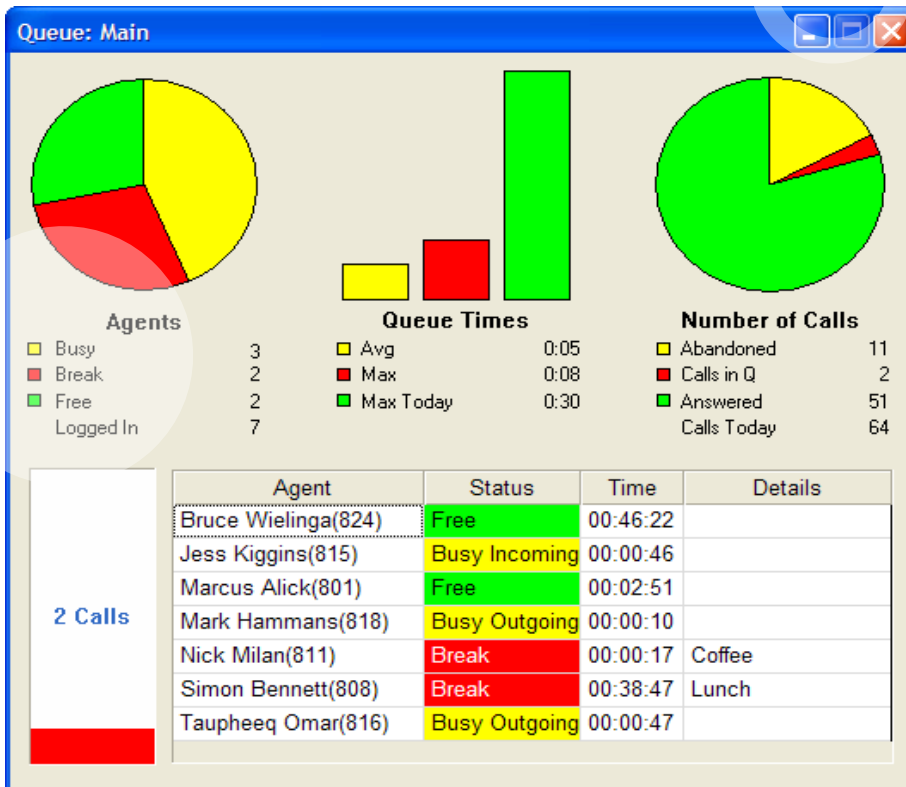
Agent Features (see CyDesk™ for more details)

- o Agent Log-In/Out Onscreen
- o On-Screen Wallboard
- o Run from toolbar or full screen
- o Integration with customer database or CRM
- o Customer Screen Pop Details
- o Queue Name Shown on Agent Screen
- o Agent Call Wrap Up Codes
- o Agent Break Codes
- o Auto Agent Absent Select
- o Log Agents into new Queues - reassign while live

Queue	Cls	Max	Avg	DMax	Agt	Day	Ab	Pc
Accounts	0	0:00	0:00	0:00	1	0	0	0%
Sales	0	0:00	0:00	0:20	1	8	0	0%

Hide CyPhone Flooding Tooltip	
Active Call Tooltip Display Opacity	<input type="range"/>
Queue Statistics Popup Display Options	My Queues At All Times Dont Display Queues My Queues When Busy My Queues At All Times All Queues When Busy All Queues At All Times
Change Copy Dial Options	
Enable CyPhone Diagnostic Trace File	

CyQ agent Wallboard shown above can be set to display at all times or when agents queues are busy, or a range of other configurable statuses.



Real-Time Data right now !

While CyReport™ provides over 150 powerful reports of historic and performance data, it is always important to know what is happening right now! The CyQ™ Real-Time Manager shown on the page before provides right-click and drill down of Real-Time Graphs so that you can review activity and service levels immediately.

Agent Real-Time Management

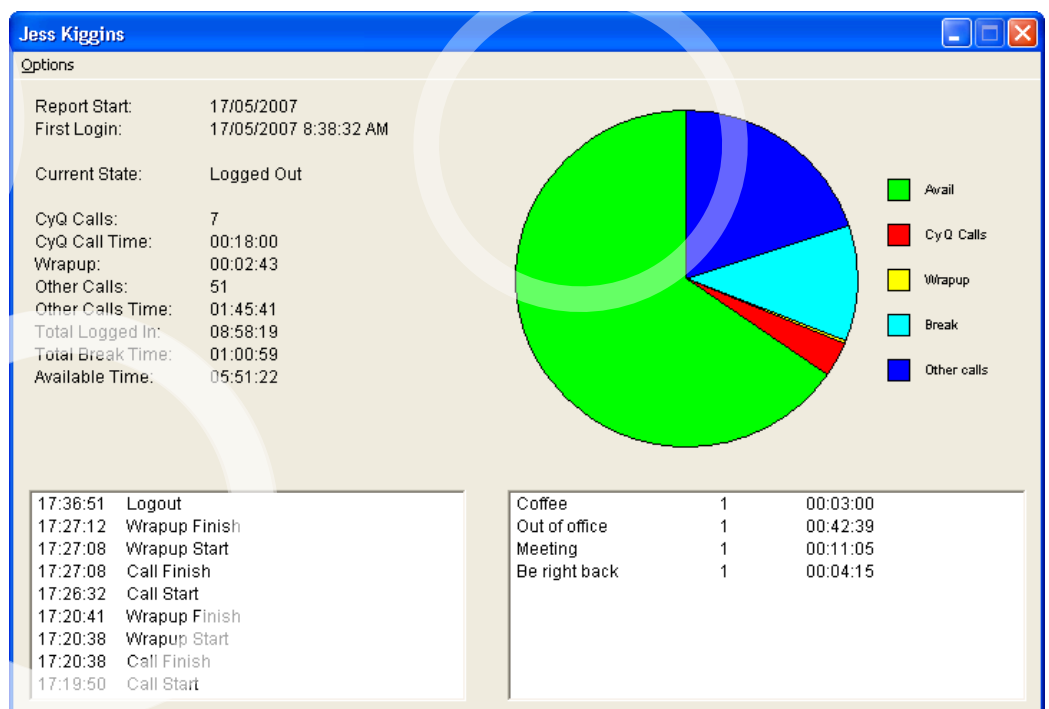
The CyQ™ Manager Screen provides an advanced real time screen window for each queue which can be opened and sized on the screen with other queue windows to present how you want it.

Agent Real-Time Management

The CyQ™ Manager Screen provides an advanced real time screen window for agent statistics as shown below. The Agent Window presents a summary and graph of events in the day to that point.

Review Agent Statistics immediately !

The CyQ™ Manager Screen providing Real-Time statistics on agents performance including their log-in time, current state, total times spent on breaks with full description and also the last chronological events completed, all in Real-Time immediately.



CyTrack® CyQ™

Customer Service & Inbound Call Centre Management

Multi-Media Enquiry Management

+	Mark Hammans(818)	Break Active 00:01:...	Coffee
+	Nick Demo Agent(80...	Busy 00:00:05	Logged In 1/03/2008 3:16:32 PM
+	Nick Milan(811)	Email 00:05:05	Demo Email Queue



CyQ Ultimate Multi-Media Enquiry Management

- Manage all your customers enquiries to your company within the CyTrack CyQ environment - calls, voice mails, emails, faxes, call-back requests from your web pages or any URL hyperlink. Each enquiry type can be assigned its own queue and therefore the CyQ Real-Time screens and also historical reports log and present traffic and statistical details for Call-back in Queue tasks and performance just the same as live calls in the system features. Agents can categorise the tasks completed by administrator assigned lists so that results and totals can be provided in real-time statistics to the wallboard and for review in historical reporting. Tasks can be assigned to agents according to their skill level and also media type approval.

CyQ Ultimate Call-back in Q - Callers in the Queue need no longer wait - callers can be presented with an option to enter their telephone number and a voice message and maintain their position in the queue. CyQ will present a call-back action to designated agents with the callback details and also the voice message left at any administrator set priority or schedule. Advanced customer care can be provided by integration with CyLive - CyQ Callback can then recognise unique caller IDs against existing customers if they exist in your database and then greet them by name and present them with options for call-back on the number they called in on or prompting them to enter a different return number.

o CyQ Ultimate Call-back in Q

o CyQ Ultimate - Web Call-Back

o Email, Voice and Fax Queuing to the

Call Centre Agents

CyQ Ultimate - Web Call-Back - CyQ Ultimate Administrators can setup Web Call-Back buttons or hyperlinks on their web site or emails which callers can then click and enter their details including a text message. CyQ will then enter the caller into a queue and present a call-back action to designated agents with the call-back details and and text message left, queue name and a hyperlink button to pop the web page that the caller was looking at when they booked the call-back. The CyQ administrator can provide options for the caller to select specific queues to be entered to - such as sales service or accounts etc. or products groups as you wish to option, then call-backs can be assigned by any set priority or schedule. Call-backs tasks and performance just the same as live calls in the system features. Try it yourself - click our call-me link on our web pages.

Email, Voice and Fax Queuing to the Call Centre Agents

- CyQ Ultimate Administrators can setup designated emails, voice mails and also fax servers that support POP, IMAP & SMTP to then be routed into a Queue for designated CyQ agents. The emails/faxes are treated just as a caller in a queue and will be routed to the next available agent. Options can be set so that Agents with an email/fax task can be set to busy so they don't take calls or be available at all times for both.

CyTrack® CyDesk™

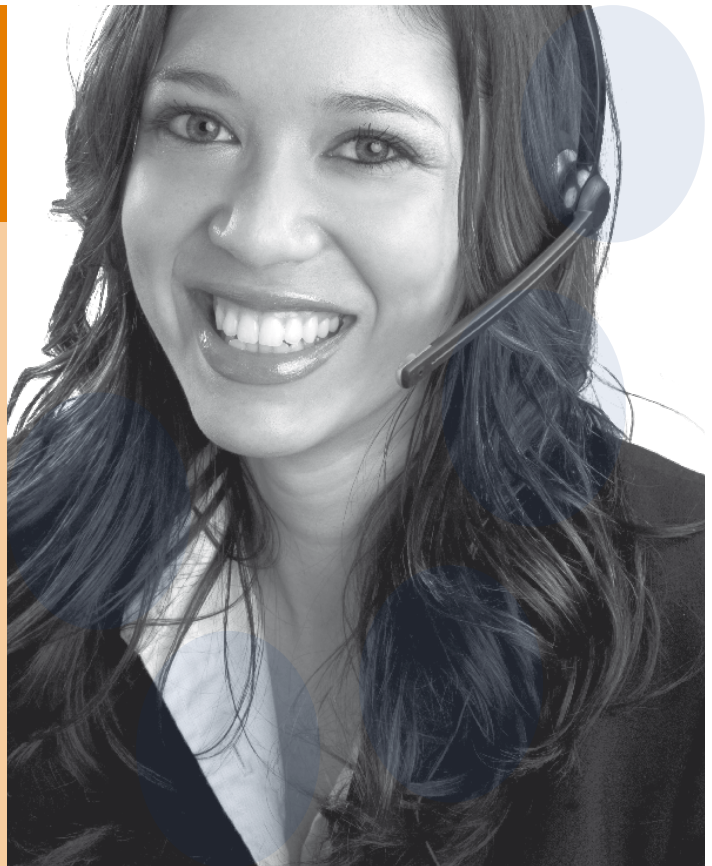
Telephone to Desktop CTI

Link your most important tools – The PC, Telephone and Internet and create advanced service management and business efficiency with CyDesk's™ inbuilt CRM integration interface.

CyDesk™ can be used stand alone or integrated to Outlook or your Customer Relationship Management System (CRM) or Database, Access and many other Windows Based Applications. Or just highlight any number in Windows and Right-Click to Dial.

All standard telephone controls such as answer, hold, re-dial, conference and transfer are now easier and in fact better supported now it can be done from your PC.

CyDesk™ also provides advanced functionality for use in business such as Real Time Management Screen for the Administrator, configurable break types to indicate user status, optionally providing voice recording functionality.



CyDesk™ is not just another softphone -

CyDesk is a product designed to enhance the telephone you have whether it is a desktop, IP or Soft phone.

CyDesk™ integrates your telephone into your business systems, linking you to your office CRM, customer database or management system and provides presence management defining your status and availability to office colleagues and teams.

CyDesk™ is your central communications tool, providing your speed dials, missed call, redial and received calls lists on the screen in front of you.

CyDesk™ can record your conversations and it can log all your activity for performance and analysis.

- o All Telephony controls from your desktop
- o Click to Dial
- o Screen Pop on incoming call
- o Database & CRM integration
- 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, missed call and received call lists
- o Optional - Add voice recording – see CyRecord™
- o Optional - Integrated Reporting, Analysis and Billing with CyReport™

CyDesk™ is a complete business system that is modular -

CyDesk™ becomes the desktop agent module in any CyTrack® Business Communications or Call Centre System.

Work alone or be a part of a CyQ™ or CyCall™ team in an inbound queue and/or tele-marketing campaign.

CyDesk™ provides your team system log-in, break-outs, completion codes, call wallboard and voice recording control centre when you are part of a CyTrack® Business Communications System.

Remember, CyDesk™ also links your team into your company CRM for a complete integrated solution.

- o CyDesk™ is modular - from personal tool to Business Communications or Call Centre agent module
- o CyDesk™ becomes the log-in, break-out manager, wall board and completion and account code entry point
- o Log-in to CyQ™ for inbound queue management
- o Log-in to CyCall™ to join a CyCall Tele-Marketing Campaign
- o All team activities and performance records are stored directly to CyReport™ for reporting and analysis
- o Record calls on demand, all calls or randomly with CyDesk™ CyRecord™ module.
- o Optional - Integrated Reporting and Billing with CyReport™

CyTrack® CyDesk™

Telephone to Desktop CTI

Manage your calls from your PC



Manage your telephone calls easier !

Now answer calls by a click on the PC screen and right click to transfer calls blind or supervised—simply !

Transfer calls, or bring team members into a conference call—all just by right click as shown here.

View Colleagues busy, free or break status with bright and vibrant self chosen icons and colour status images.

Busy Lamp Fields and Speed Dials all make managing your telephone calls easier.

Click to Dial - Set up CyDesk™ with your customer database and simply click to dial contacts - if you don't get through the name of the person and their number is listed in the re-dial list for recall.

Screen Pop on Incoming Call - Integrate CyDesk™ to your customer database and have the correct customer details automatically 'popped' to your screen when you are receiving incoming calls.

Call Lists - have your team manage calls more efficiently with missed calls, redial lists and received call lists straight from CyDesk™



All Telephony controls from your desktop - Answer, Hold, Retrieve, Transfer, Conference, Speed Dial, Re-Dial and more all available from the PC screen - no more trying to remember complex keypad codes (note some telephone systems do not support all controls via their CTI interface)

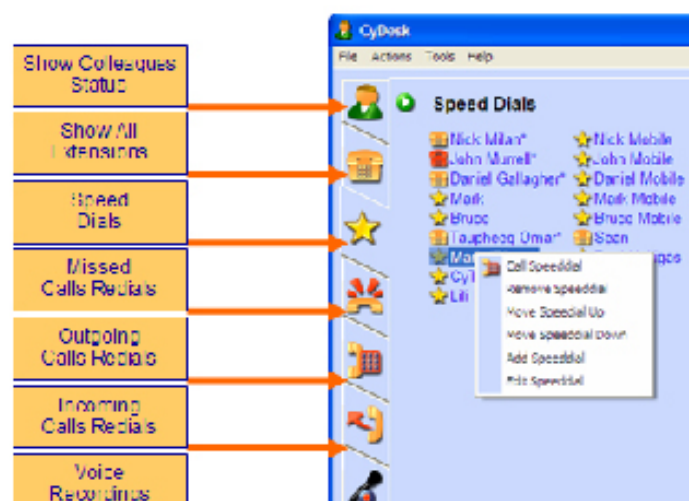
CyDesk™ - Integration with Microsoft Messenger

Provide Real Time Update of users Status to Messenger Contacts

CyDesk™ will automatically change the Messenger status to 'on the phone' as soon as a CyDesk™ user go off-hook on their telephone extension.

View Messenger Contacts Status in CyDesk™ in the one view with CyDesk™ Status

Right Click to send a instant message direct from CyDesk™ with Caller Details auto-typed and sent for you.



CyTrack® CyDesk™ Telephone to Desktop CTI

System Management and Performance



CyDesk™ Manager

CyDesk™ Manager allows system and agent management and review in Real Time.

When upgraded with CyQ™ or CyCall™ Call Centre systems, CyDesk™ becomes the central queue, campaign and agent management screen.

Use CyDesk™ manager locally or from anywhere over your LAN or WAN



Workflow adherence, 'presence

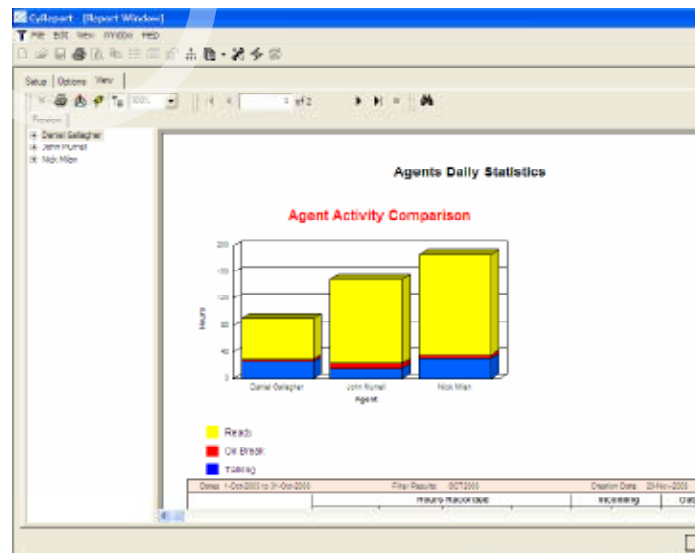
management' and communication

with your team can be enhanced by use of CyDesk™ Break Management. Any number of break types can be entered to the system and a clear and bright icon chosen for various categories as shown here. Select a break type to show colleagues and team members status. CyDesk™ Break Types and Agent Productivity reports can also be provided by CyReport our optional Call Reporting Package.

Performance Monitoring & Reviewing

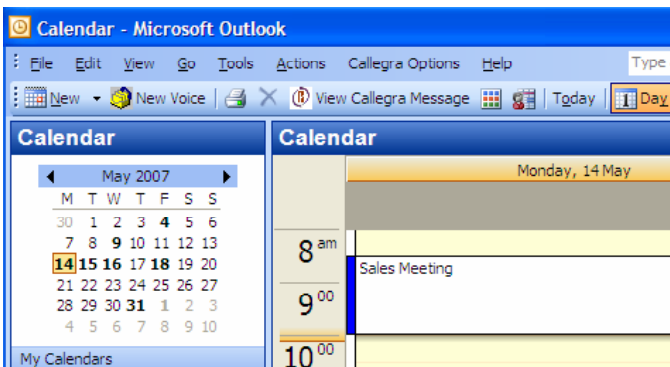
Team Availability - In today's modern business environment, providing quality service is a key objective. Leverage CyDesk's important 'presence' functionalities for team status and collaboration

CyDesk™ 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.



CyTrack® CyDesk™ Telephone to Desktop CTI

Integrate with your Calendar and Messaging



CyDesk™ - Integration with Outlook

Calendar - Manage your team's

status and availability with CyDesk™

'presence management' with integration to your teams Outlook Calendar. CyDesk™ will detect meetings that are booked into the calendar and will change the CyDesk™ status to a pre-defined meeting type against the Calendar meeting types. All your team and managers can be aware of individuals status and availability - fully synchronised.

Provide Real Time Update of your Status to Messenger Contacts Right Click to send the Caller Details in a Instant Message to your Messenger Contact alerting them and enabling them to type a response on how they want the call handled !



Update your CyDesk™ status to your colleagues automatically with synchronisation to your Outlook calendar. Meeting types in Outlook correspond to CyDesk™ breaks letting your colleagues and managers know your availability and status

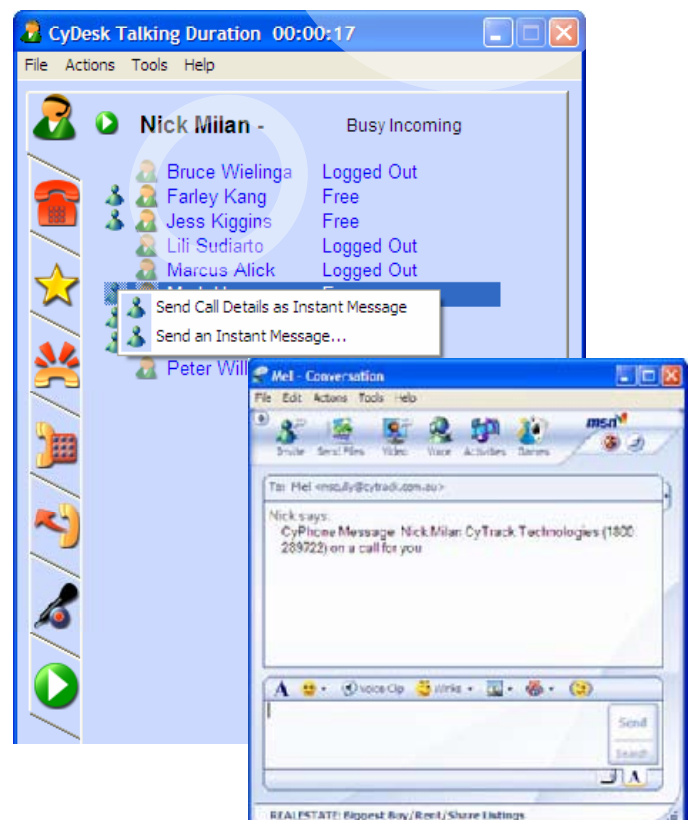
CyDesk™ - Integration with Microsoft Messenger

- Provide Real Time Update of your Status to Messenger Contacts

CyDesk™ will automatically change your Messenger status to 'on the phone' as soon as you go off-hook on your telephone extension.

View your Messenger Contacts Status in CyDesk™ in the one view with CyDesk™ Status

Right Click to send a instant message direct from CyDesk™ with Caller Details auto-typed and sent for you.



Contact: John Smith

Details:

- Information
- More Addresses
- Activities
- History**
- Sub-Contacts
- Relationships

Sales:

- Opportunities
- Quotes

Filter on: Last 30 days Include: Related Records

Subject	Activity Type	Activity Status	Regarding
Incoming Call to 811 from 0437225858	Phone Call	Completed	John Smith
Outgoing Call to 0407519280	Phone Call	Completed	John Smith
Outgoing Call to 0407519280(CyRecord)	Phone Call	Completed	John Smith

Add Telephony Integration to your Customer Contact or CRM Business Systems - CyDesk™ provides a wide range of enhancing functionality to your customer contact system. CyDesk™ click to dial increases efficiency and output of business calls, testing shows that based on a tele-sales person, around 40 hrs. per year per person can be saved in click to dial over manual dialling more than covering the price of the software. Even more increased savings are made with the screen pop of customer details being presented to the CyDesk™ user on each incoming call. Now the customer details are already present on the PC screen leaving CyDesk™ users free to concentrate on the call in hand.

Phone Call: Incoming Call to 811 from 0437225858

Phone Call | Notes

Sender: John Smith

Recipient: Nick Milan

Subject: Incoming Call to 811 from 0437225858

Incoming Call to 811 from 0437225858, duration 00:00:06, auto-logged

The screen shot above shows CyDesk™ recording calls made, received and missed under the contact history of a CRM product. Clicking on the entry will show the date, time and duration of the call.

Log History of calls made received and even missed to your CRM -

one of the most important and significant features with CyDesk™ is to have all CyDesk™ users calls logged into the CRM under the contact history. Managers and other team members can review what contact has been made by telephone with the company customers and can review the date, time and duration of the call and of course whether it was a call out, or call received. In most CRM systems CyDesk™ can also generate an action to return a call if your customer called one of your team and they missed the call. All of these actions logged in your CRM under each pertinent contact provide a wealth of important reporting with which you can analyse performance and busy levels and most importantly be assured 100% of the verification of a call being made or received.

CyDesk™ - CyRecord™ Voice Recording with your CRM product -

CyRecord™ is an add-on module for CyDesk™ that provides voice recording to a MP3 or .WAV file that can be stored under the contact record history in your CRM solution. CyRecord™ can be set to be user controlled on-demand, to record all calls, or randomly as administrated centrally by the manager. CyRecord™ is used in many applications such as in service desks to record users description of issues, as a voice contract in telephone orders, or as general dictation or instruction in any conversation. The recordings are stored centrally and logged with the user and caller details and date/time stamp as well as other optional storage tags .

Phone Call: Outgoing Call to 0407519280(CyRecord)

Phone Call | Notes

Notes

[Click here to enter a new note...](#)

05/14/2007 11:09 AM by Nick Milan

Nick Milan - 20070514-110930 0407519280.MP3 (32,235 Byte(s))

CyRecord Voice Recording

The above screen shot shows a CyRecord entry in a CRM product under the callers contact history. The file may be played or emailed.

CyTrack® CyReport™ Business Reporting

What gets measured, gets managed - the old adages still 'ring' true. CyTrack® CyReport™ is a powerful Business Reporting system for Telephony Systems. CyReport™ provides your business with the means to collect, report and analyse on your telephone system.

From a company wide analysis, or whether broken down by department or team, even just on a single extension, CyReport™ provides the information on your most important area of business, how you are communicating with your customers, what your performance is and where the costs are coming from.

CyReport™ is going to pay for itself in a very short time, whether its from empowering your business with accountability, providing you the means to create new chargeable or chargeback services, enabling you to manage and check your telephone costs, or identify areas of performance that need improving.



Service/Performance Monitoring

In today's fast moving service business environment, providing quality service and managing resources efficiently are key objectives. CyReport™ can help you evaluate whether you are meeting your service levels, such as do you have enough sales staff to take calls, are there adequate service staff, are telephones being answered in a timely manner - even worse are they being left to ring out?

Billing and Cost Allocation

The CyReport™ charging modules allow for billing and cost allocation by extension or to division allocated by the Directory. Whether it be a corporate environment, hospitality or bureau service, CyReport™ provides powerful and flexible means of collecting costs and services provided into its database and provides billing and transaction reporting to logical or physical account codes or projects or divisions. As well as variable cost collection data, CyReport allows fixed costs such as rentals and service charges to be entered into the Directory for each business unit or user and allow integrated billing of fixed and variable charges.

Call Centre Management

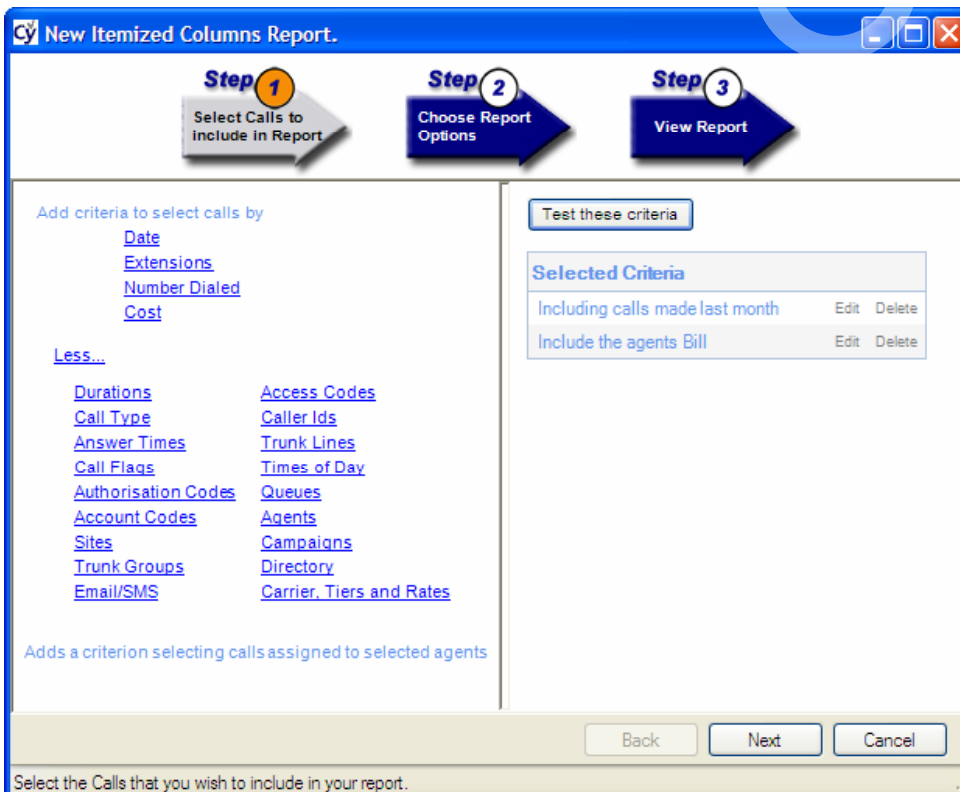
Whether you manage inbound, outbound or both, managing resources and evaluating performance and costs is paramount. CyReport™ provides an advanced range of features to meet Call Centre needs. From reporting, to cost allocation and billing of services, to agent action and break reporting.

Cost Control

For many companies, telephone calls are the highest expense after staff wages. But do you know where your money is going? CyReport™ will show you. You can find out which services your staff use the most frequently, what time of day the services are used, which department is using those services.

Main Function Points

- o Powerful SQL based engine
- o Reporting of Telephone & Call Centre data in one module
- o Simple to operate
- o over 150 reports
- o Report output to Print, CSV, PDF, Excel, E-Mail
- o Customisable Bill format Reports with optional Tax settings
- o Powerful carrier tariff configurator
- o Directory & Information Module
- o Multi-User & Multi-Site options
- o Serial and IP logging
- o Serviced Office & Hospitality specialised modules



1 - 2 - 3 Steps to run the most powerful report.

CyReport™ contains expert level reports and facilities, but it is the most simplest interface to use. Creating a new report is just 3 steps. Once you have saved a report you need only click it once to run at any time. You can save your favourite or regular reports created under 'My Reports' and run them by one click. The reports centre is password protected - and so is the data it reports on, you can even lock out for example that the Managing Directors data can not be reported on unless the user has authorised password level.

Directory and Information Services

The CyReport™ powerful Drag and Drop Directory with extensive customisation and search facilities allows you to setup groups of users into divisions or teams for reporting purposes and also provides advanced facilities for any organisation to manage communications. Whether it be a corporate or hospitality or bureau environment.

Powerful Carrier Tariff Interface

We pride ourselves on providing one of the most powerful and also simplest carrier and tariff interfaces available. True cost reporting that can be updated by the user, without requiring expensive facilities management, support contracts and central provider update management. Telephone Data collection can be achieved via a serial or IP interface and over 350 telephone systems supported.

Typical Applications

Review Staff Performance - provide reports on team or individual performance, from costs to activity reporting on how many calls have been made or received.

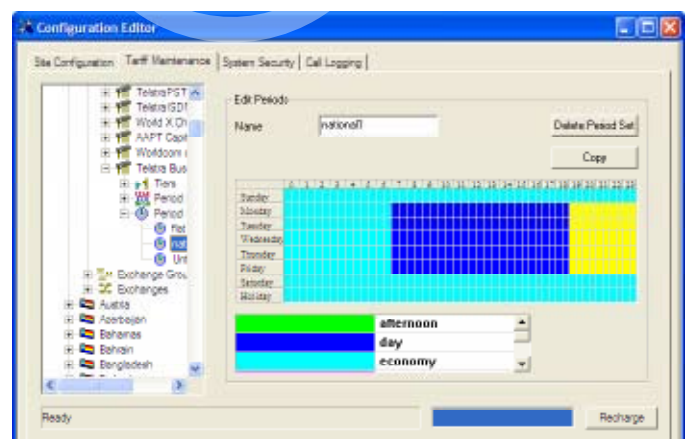
Check your Telecom Bill - have the means to check telecom bills against your own data collected and ensure you are not getting overcharged. Identify services that are not required.

Service Bureau & Billing Functions - provide complete reporting and service billing of functions utilised and output direct to a bill report.

Account Code for Project/Item Billing - utilise account code capability within your telephone system to identify and select individual calls back to a central account for services billing and reporting.

Accountability of Costs back to Divisions - Allocate costs to teams or divisions for internal chargeback of company costs.

CyReport™ allows unlimited numbers of carrier tariffs to be entered for true cost calculations and billing requirements - or create your own billing tariff.



CyTrack® CyRecord™ Voice Recording

Add Voice Recording to your business

CyTrack® CyRecord™ is a powerful and flexible Voice Recording Solution with optional integration to desktop applications such as Outlook or your Customer Relationship Management System (CRM) or Database, Access and many other Windows Based Applications. Features include Record on Demand, Random or Full Time recording or Record by agent entered call category. Recording options include desktop USB, Extension or Trunk side architecture. CyRecord includes optional business process rules and categorisation of recordings by completion code.



Service Demands - For many businesses recording telephone calls is a necessity - whether the recording forms part of a business contract, or is required as a fail safe or is required for documentation - voice recording is a serious business technology today.

Improve Staff Capability for better Service - Staff can benefit greatly from being able to record calls on-demand - from a complex telephone call, a customer complaint or simple note taking.

- o Record All Calls
 - o Record Random Calls
 - o Files stored as .wav or MP3
 - o Compressed storage approx. 120k per minute via MP3
- (following features available when integrated with CyDesk™ only)
- o Record on Demand
 - o Conditional Recording
 - o All Recording controls from your desk
 - o Link recording file to date, time, agent name, call completion codes and customer name
 - o Auto-link to CRM or Outlook customer record when integrated with CyDesk™
 - o Allow/Disallow user playback and email of recordings direct from CyDesk™ client

Performance Monitoring - In today's modern business environment, providing quality service is a key objective. CyRecord™ provides a low cost method to monitor staff performance on the telephone and use the information for quality management and training.

Low Cost - CyRecord™ is one of the lowest cost and simplest to install and manage ways of recording telephone calls.

- o Entry level simple and convenient connection via users PC soundcard or USB port
- o Option for central server based voice board with direct connection to analogue or digital PABX handsets with CyRecord Premier™
- o Option for central server based voice board with direct connection to PABX BRI or PRI Trunks with CyRecord Premier™
- o Works over Terminal Services, thin client and internet/WAN (please check with sales for correct connection method)
- o Centrally manage user control and access and location of file storage
- o Create Agent profiles for management
- o Organise recordings storage centrally by agent name or queue/campaign if integrated with CyQ™ or CyCall™

CyTrack® CyRecord™ Voice Recording Integration

Voice Recording with Functionality



Shown here is a CyDesk™ user with CyRecord™ licensed and configured as record on demand. The CyDesk™ user can select to turn on record on and off during all conversations and then review the completed recording from the record tab in CyDesk™. Recordings can be played back and emailed.

On Demand - CyRecord™ allows you to record conversations on the telephone at the click of an icon in CyDesk™ and then have the recorded conversation stored under the Outlook® or CRM contact record. Replay messages by clicking on the CyRecord™ Message and played back via your PC Multi-Media Speakers. Messages can be easily emailed and forwarded.

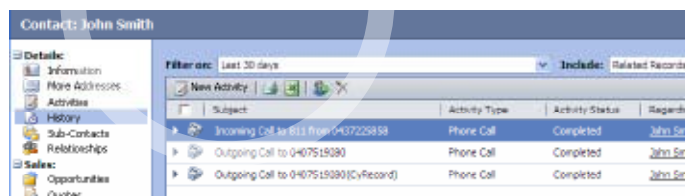
Record All - CyRecord™ optionally allows the administrator to set CyRecord settings for assigned users to record every voice conversation and store the files to a central location for review and/or archive as applicable - the recording can also be available to be stored under the Outlook® or CRM contact record as standard. Replay messages by clicking on the CyRecord™ Message and played back via your PC Multi-Media Speakers. Messages can be easily emailed and forwarded. Optionally the Record playback tab on CyDesk™ can be screened from the agent so that recording playbacks are only available by the administrator.

Random Record - CyRecord™ optionally allows the administrator to set CyRecord™ 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 Record playback tab on CyDesk™ can be screened from the agent so that recording playbacks are only available by the administrator.

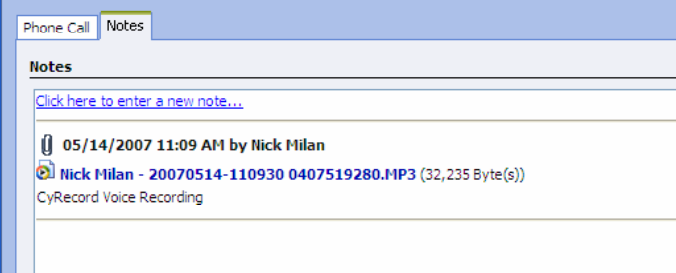
Conditional Record - CyRecord™ optionally allows the administrator to set call completion categories to be presented to the agent which then can control whether CyRecord™ is activated and also whereby the recording filename can be appended with codes configured into the call completion activity.

CyRecord™ - Integration with your CRM, Outlook or Customer Contact Database -

CyRecord™ is designed to integrate with your customer contact business systems. Voice Recordings made can be linked and stored to the customer contact record and then retrievable by authorised members of your team. This makes it ideal for applications such as IT support desks, customer voice contracts, training and quality applications and much more. Unlike traditional voice recorders, the information is immediately available to all authorised persons and is also retrievable in a customer context format.



Phone Call: Outgoing Call to 0407519280(CyRecord)



CyTrack® CyLive™

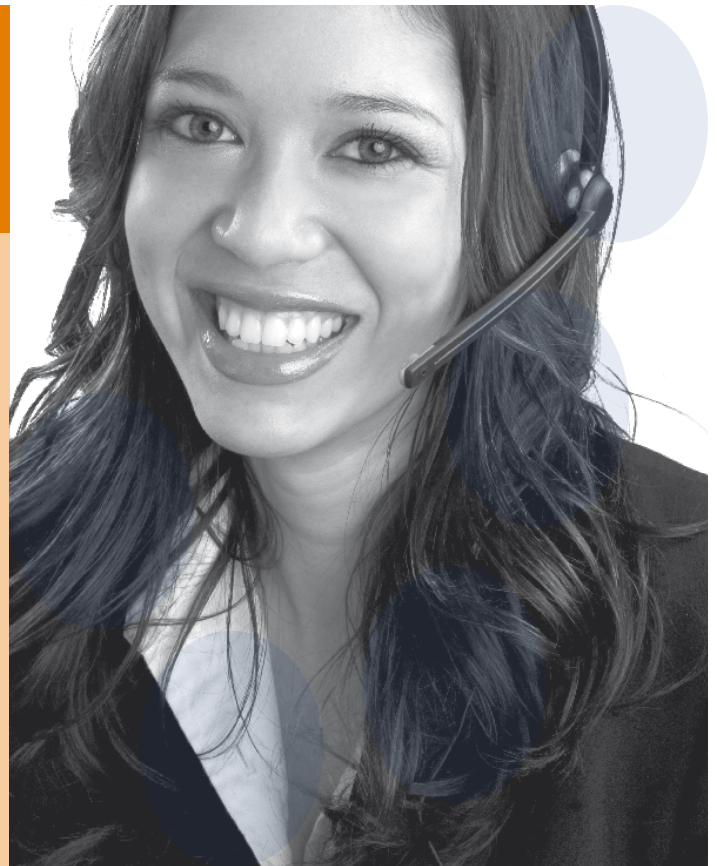
Optional - IVR Intelligence Module

Enrich your customer relationships by providing them the means to do business with you how they choose! CyTrack® CyLive™ is a powerful Interactive Voice Response (IVR) Engine and Management Module designed to offer very sophisticated features with a user configurable interface that uniquely provides a IVR designer tool in a flow chart design .

CyLive™ is shipped standard with CyQ™ and provides all Auto-Attendant, in-queue announcement and in-queue option functions and is shipped with ready to go CyQ™ scripts.

Additional CyLive™ components can be enabled as an option to provide the CyLive™ full IVR capabilities - or CyLive can be shipped stand-alone as an independent IVR system.

The CyLive™ Designer tool allows for advanced users with no development experience to be able to configure and administrate their own IVR systems and processes.



Business Efficiencies and lower costs

CyLive™ IVR offers businesses the technology to provide services on-line via the telephone 24 hours a day, without operator involvement taking care of transactions and services that do not require personal interaction. Examples include entry of customer details, payment by telephone, call routing, telephone booking and much much more.

Enrich Customer Relationships

CyLive™ can enrich and expand customer services, especially when integrated with CyTrack Call Centre modules such as CyQ™. Examples include allowing callers to enter their details while in a queue and have CyLive™ ring them back when an agent is available to take their call, allow customers to enter their PIN or invoice number so that the agent has all the details to hand when their call is answered - and more.

Create New Services

CyLive™ enables businesses to provide services they previously couldn't, whether by offering services 24 hours a day, new services such as payment by telephone, or directed personalisation such as recognition of the caller or their reason for calling - before the call is answered.

Empower your business

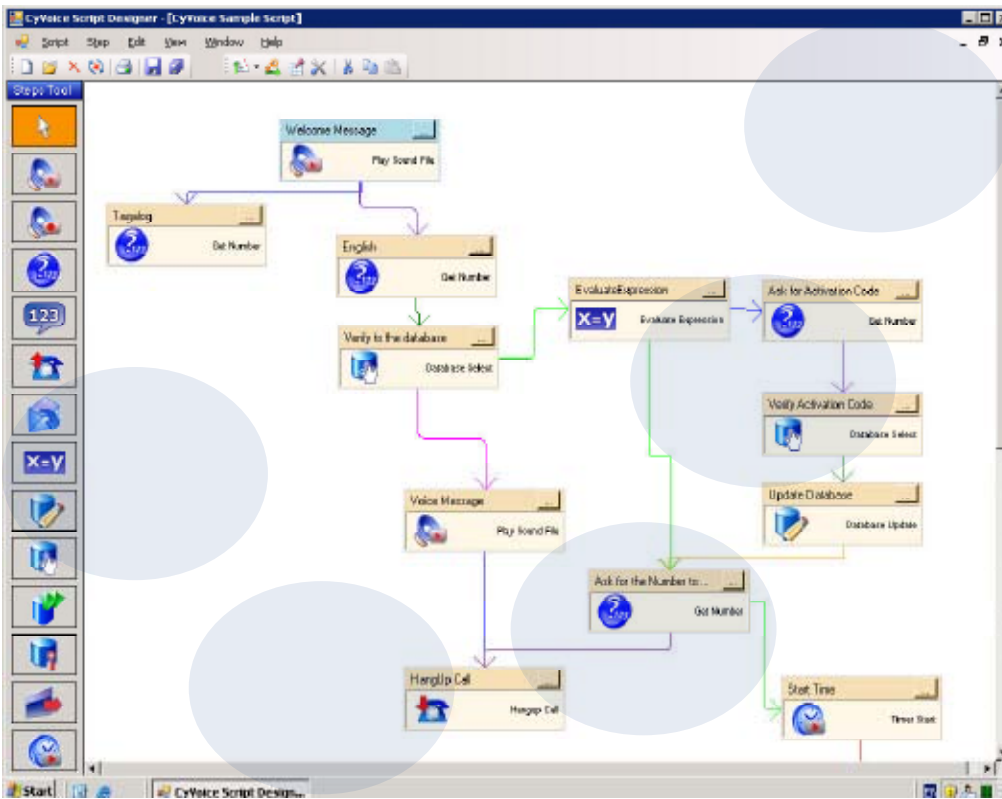
CyLive™ includes a unique Designer Tool so that those businesses that wish to, can take on simple administration tasks and changes and even design their own complex IVR scripts and features.

Main Function Points

- o CyLive IVR Designer Tool
- o CyLive Real Time Monitorboard
- o CyLive Reports Generator
- o Integration to CyTrack Call Centre Modules
- o SQL Database architecture
- o Customer database or CRM integration
- o Speech Recognition and Text to Speech

CyTrack® CyLive™ Optional - IVR Intelligence Module

Powerful IVR with its own simple language



CyLive™ Designer Tool - CyLive™ provides a sophisticated Client/Server Architecture that allows IVR and call-flow scripts to be designed in a graphical user interface that shows the steps in a flow chart manner.

The CyLive™ Designer Tool has been created so that users who wish to create and/or modify their own IVR and call-flow plans can do so in a simple to learn rapid development environment.

No special development experience is required and the interface works in a flow-chart interface.

Simple to recognise icons, with icon description and/or step function can be toggled on/off for audit and testing purposes.

Multiple scripts can be designed and opened simultaneously and saved to the SQL database for recall or modification.

Each function dialog box contains powerful tabbed controls that can be configured to meet any IVR requirement.

The system automatically draws connecting lines and arrows to show the systematically created call-flows of the design in the tool.

Scripts can be listed in text only and printed out for review and testing de-bugging purposes.

CyLive™ facilitates integration to CyQ™ and CyCall™ by allowing a call to be transferred to be handed by CyLive™ then returned to the call or outbound campaign for call handling.

All activities handled by CyLive™ including the call progress and information collected is stored into CyReport™ for reporting and performance analysis.

Typical Applications

Personalised Call Forward - CyLive™ scripts can be developed to provide a range of personalised call forward options for special or VIP clients for each user desktop when integrated with CyPhone™ and CyQ™.

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™.

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

Typical Applications

Customer Pin Code Verification - Route callers to CyLive™ to collect a unique customer pin to then allow access to personal information or customised services.

Queue Call-Back - When integrated with CyQ™, CyLive™ can collect caller details and allow the caller to hang-up but retain their position in the queue and receive a automatic call-back when the next agent is available.

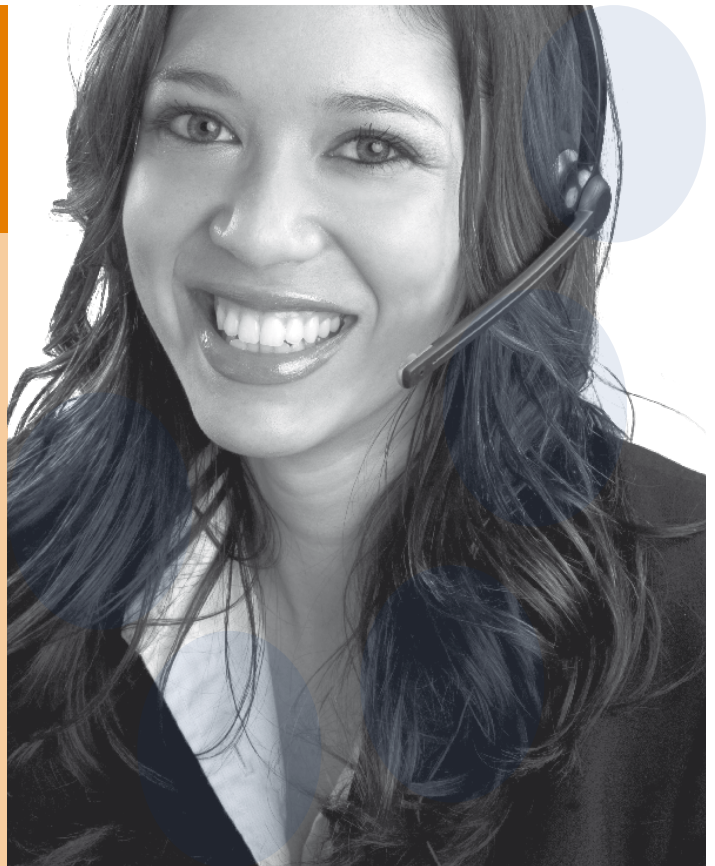
Personalised Routing - By either Caller ID or customer PIN Entry CyLive™ can then access your customer database or CRM and look-up specified customer service fields that determine how the call can be routed when integrated with CyQ™.

Help Desk Status - CyLive™ scripts can be developed to provide customer help desk ticket status after online pin verification and ticket ID entry .

CyTrack® CyCall™

Optional - Tele-Marketing & Outbound Call Centre Management

Speak to more customers and prospects
- operate more efficiently to contact them - ensure you meet industry and government guidelines. CyTrack® CyCall™ is the most affordable professional Tele-Marketing & Outbound Management & Reporting system for all businesses. CyCall™ provides your business with the means to setup and manage outbound teams to target your customer and prospect lists in targeted campaigns and produce results.



Performance & Results Monitoring

CyReport™ is integrated with CyCall™ and powerful reports can be obtained of your outbound campaigns and individual and team performance. Review resources you have to see that business targets are being achieved. By a well designed campaign and agent plan you can analyse important information on your campaigns. Ensure Auditing and compliance guidelines are being met with complete history of all calls and campaigns activities.

Boost Productivity and Efficiency

Calling large numbers of potential prospects or carrying out large surveys requires a professional and well planned approach to make the task a success. CyCall™ matches a wide range of customer requirements for outbound Tele-Marketing small or large and provides you with the tools to ensure productivity is at its highest and the process is efficient.

Protect your customer database integrity

CyCall™ can be configured to ensure that an agent is always available to be there when CyCall™ reaches a live connection, don't hang up on your customers or make them wait on the line and cause them to be irate with typical Predictive Diallers ! Furthermore CyCall™ ensures that your team do not call the customer repeatedly with the same message from multiple agents, or worse - call customers that have deemed they are not to be called. Many international government and industry guidelines now call for compliance to 'do not call' lists, it is the responsibility of call centres to meet these guidelines.

Main Function Points

- o Campaign Administration Interface
- o All Campaigns and Agents available activity in Real Time Screen
- o Campaign Schedule for Auto Able/Disable
- o Preview/progressive/Pre-Emptive Dial Modes
- o 'Do Not Call' Compliance Measures
- o Database/CRM Integration
- o Optional Voice Recording
- o Integrated Reporting - over 150 Reports
- o Configurable Completion & Wrap Up Codes
- o Re-Call Scheduler
- o Configurable Agent break-out codes



Agent Real-Time Management

The CyCall™ Manager Screen provides an advanced real time screen of all queue and agent activity. The Manager can force agents on and off breaks centrally - as well as changing agents between queues and all administration of the system centrally.

Campaign Real-Time Management

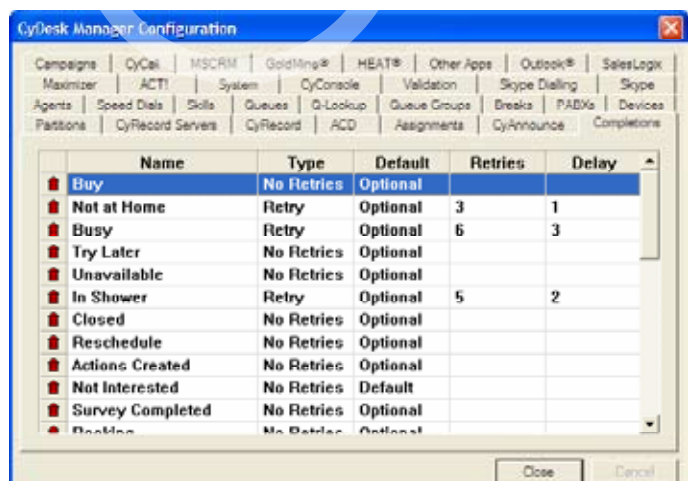
As well as changing agents between campaigns and all administration of the system centrally. Each Campaign also can show results for each call status and its results - with the manager able to select individual calls and re-route them or override completion codes and retry schedules.

Advanced Retry Pattern

Configuration

The Call Centre Manager can configure an unlimited number of completion codes that are either selected by an agent in progressive or preview mode - or automatically utilised by the Pre-Emptive Dial Module.

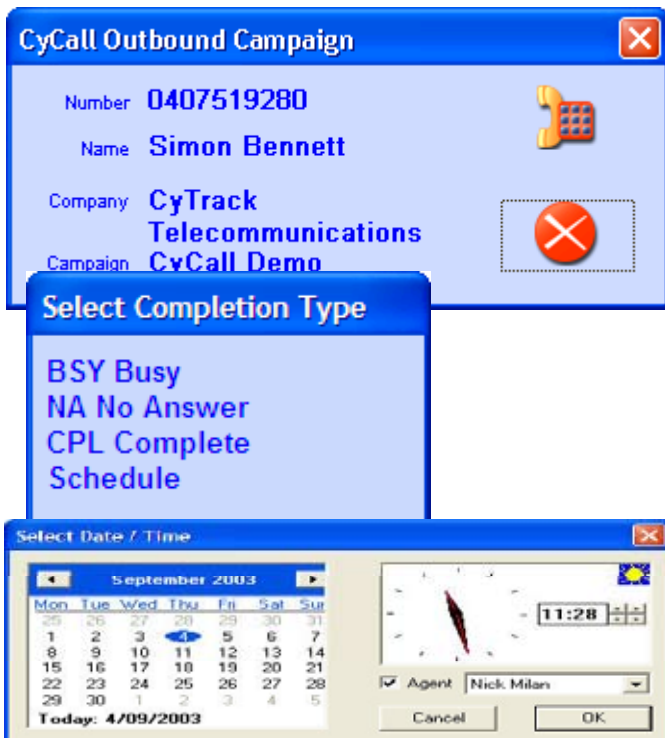
Examples may be 'Busy' - dial again every 3 minutes up to a maximum of three times, 'No Answer' - dial again every 1 hour up to a maximum of three times, allow agent to manually schedule a date and time for recall, etc.



CyTrack® CyCall™

Optional - Tele-Marketing &
Outbound Call Centre Management

Contact Customers your way



Preview Mode

In preview mode, the system will pop the next selected target details up allowing the agent to view pertinent details and then CyCall™ then dials the number when the Agent clicks 'dial'. When finished the agent can complete any wrap up details and then the next target screen pop is raised and again the agent clicks 'dial' to dial the number, and the cycle is repeated. In this mode the Agent controls the pace of each next call.

Progressive Mode

In Progressive Mode the next selected target details pops up and after the set interval automatically dials the number without the agent intervention. The Call Centre Manager enters a wrap up time that allows the agent to complete details after the call and then the next target is popped to the agent and the number is dialled. When the call is completed the agent has the set time to complete details before the next target is popped and the number dialled. In this mode the administrator is enforcing a pace between each call.

Agent Manual Schedule - A feature can be made available to Agents where they can select a specific day and time to call back a number - which they can schedule to any available agent or just to themselves.

Break Management and Workflow Adherence - You can create an unlimited number of break types in CyCall™. Agents select a break type to temporarily stop calls coming to their desktop and also show their status for the call centre manager to analyse the amount of breaks and types taken. Certain automatic features are available allocation patterns and routes and agents.

Agent Features (see CyDesk™ for more details)

- o Agent Log-In/Out Onscreen
- o Run from toolbar or full screen
- o Customer Screen Pop Details
- o Campaign Name Shown on Agent Screen
- o Agent Call Type Wrap Up Codes
- o Agent Break Codes
- o Auto Agent Absent Select
- o Log Agents into new Campaigns - re assign while live

Pre-Emptive Dialling

Many people think of a 'predictive dialler' when they ask for this type of functionality. A predictive dialler works by a call-pacing algorithm that places calls from a list that has been defined by one of several such algorithms, including prediction of agent availability, average call time in current campaign, or user defined over dialling level for a given day/time/zone. This type of system is dialling out to ensure a call is ready with a reached target as the agent becomes available. Typically systems without having at least 25 agents in a campaign can lead to unacceptable Call Delays for the customer and high Call Abandonment rates as the customer puts the telephone call down before reaching an agent. They are also very expensive and also lead to agent burnout very quickly.

With the CyCall™ Pre-Emptive Dialling Module an additional server module is installed connected to the telephone system that dials the selected numbers and determines whether they are a Positive Connection as in a live person or Unpositive as in whether answered by a answering machine, facsimile, or a modem. Positive Connections are immediately transferred to an agent. The management interface allows for configuration of ratios of agent to callout patterns and agent availability.

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.



www.cytrack.com

CyTrack
Technologies

CyTrack Modules

- o CyDesk
- o CyConsole
- o CyRecord
- o CyReport
- o CyQ
- o CyCall
- o CyLive

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)

