



CyLive — Intelligent IVR & Design Tool

GET PERSONAL WITHOUT THE PERSON !

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

BUSINESS BENEFITS

- Allow your customers to 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





POWERFUL FEATURES & BENEFITS

- CyLive IVR Designer Tool
- CyLive Real Time Monitor
- CyLive 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 to then allow access to personal information or customised services.
- **Queue Call-Back when integrated with CyCC**
CyLive can collect caller details and allow the caller to hang-up but retain their position in the queue and receive an 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 CyCC.
- **V-Commerce**
CyLive scripts can be developed to provide online customer payments and real time verification in conjunction with compatible e-commerce systems.
- **Account Status**
CyLive scripts can be developed to provide customer information or account status after online pin verification.
- **Help Desk Status**
CyLive scripts can be developed to provide online customer payments and real time verification in conjunction with compatible e-commerce systems.
- **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 CyCC
- **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.