

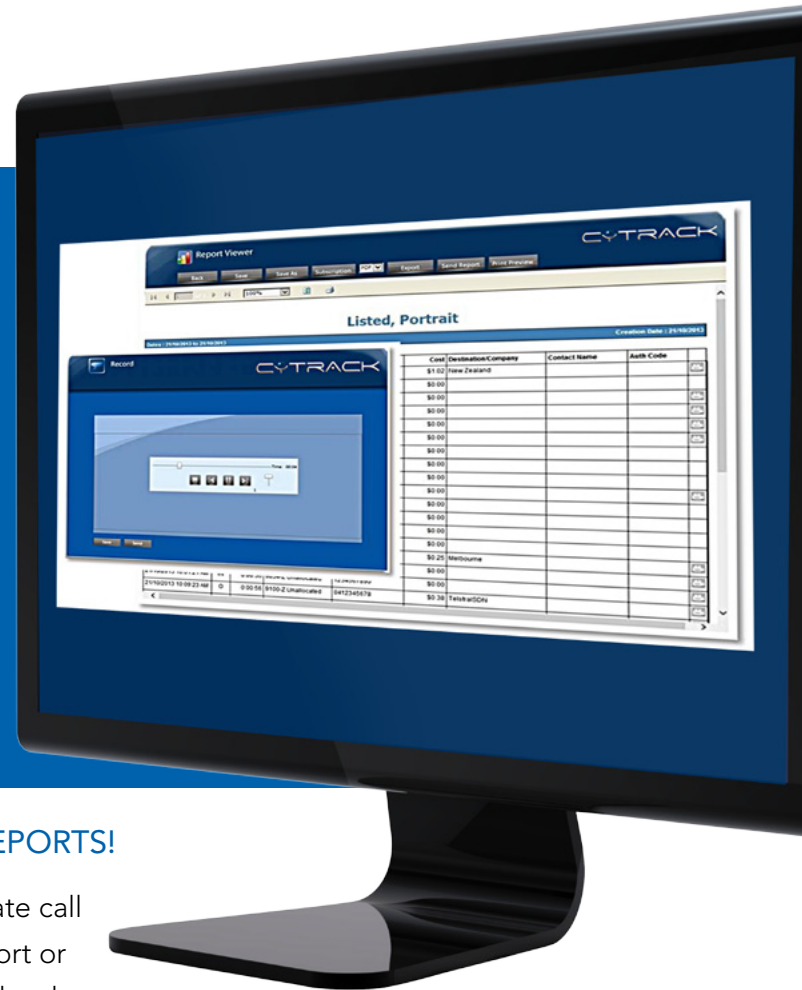


CyRecord—Powerful and flexible Call Recording

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, improved customer service through listening and training and compliance with the requirements of regulatory bodies and your outsourced clients.

BUSINESS BENEFITS

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



DELIVER CALL RECORDINGS WITH YOUR DATA REPORTS!

For unique and centralised Business Intelligence—integrate call recording and playback into one solution with our CyReport or CyReport ACD application. Call recordings are linked to the data reports and you can simply click within the report on the extension or user and play back the call.

INTRODUCING CYRECORD V SERIES FOR SIP RECORDING

As VoIP becomes more prevalent CyTrack offers the unique 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, capturing both trunk and extension activity.

CYRECORD FEATURES

- Compatible with all leading PBX brands
- SIP (Session Internet Protocol) trunks and extensions
- ISDN 2 (Basic Rate) ISDN 30 (Primary Rate) & Analogue
- Search & playback via CyReport web client
- Files compressed and encrypted as standard
- Audit reports for compliance requirements & security
- Calls can be saved and exported or e mailed as an MP3 file



UPGRADE OPTIONS

ENHANCE THE POWER OF CALL RECORDING WITH CYDESK

Enhance the power of CyRecord with our desktop UC (Unified Communications) solution CyDesk. CyDesk integrates with desktop applications including Outlook, your Customer Relationship Management System (CRM), Database, Microsoft Access and many other Windows based applications.

CyDesk enables the user to quickly access recordings and previous customer interactions through a screen pop of your customer CRM record, saving time and improving the customer experience. CyDesk also controls Record on Demand, Random Recording or Record by agent entered call category and will categorise recordings by completion code.

COMPLY WITH PCI DSS FOR CREDIT CARD SECURITY WITH CYDESK

For the requirements of PCI DSS (Payment Card Industry Data Security Standard) CyDesk also enables pause record when taking credit card payments details. This solution provides manual stop/start recording using DMTF (Direct Tone Multi Frequency), in other words the tones heard when dialling a call. This method includes a manual stop-and-start administered by the telephone agent by pressing a key or sequence of keys on a handset. It has an override to restart recording just in case the agent forgets. CyTrack can also provide competent IT programmers with an API link in order that they may write their own code to pause recordings, for example via a CRM or database entry.



ADD SCREEN RECORDING AND AGENT COACHING TO COMPLETE YOUR SOLUTION

Recording your calls is only part of the story when striving for complete customer satisfaction. CyRecord optionally captures what happens on your employee's PC screen, an ideal solution for training new starters on order input for example. CyCoach leverages voice recording to deliver a sophisticated agent evaluation, feedback and training management process based on an unlimited number of questionnaires. The assessor can playback random calls for an individual agent and apply the questionnaire rating each question accordingly. The assessor can then reference to material in an E-Learning library against each individual question to assign additional learning material for the agent.

To take your business to the next level start now – click here to find out more

cytrack.com/enquiry