



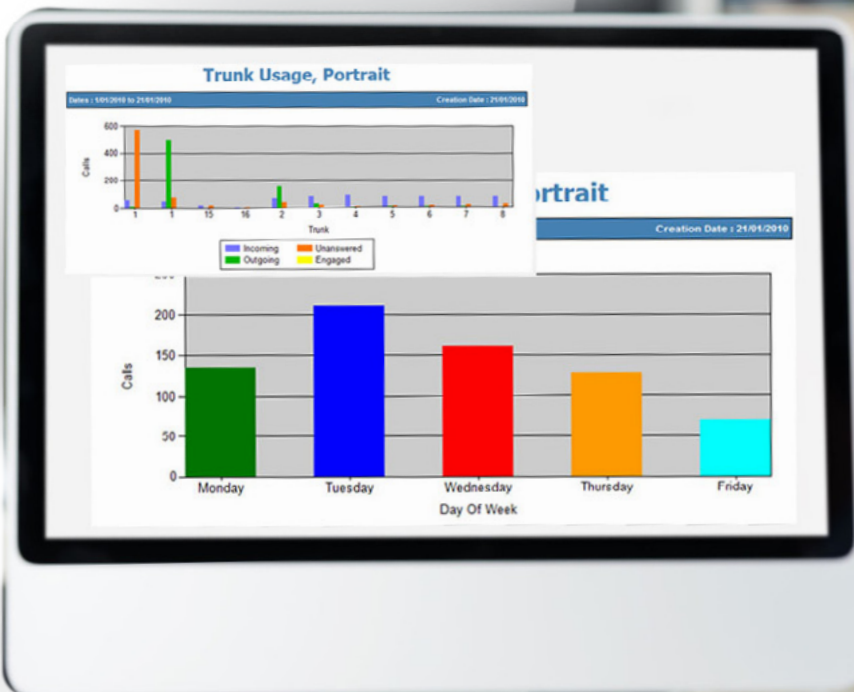
Powerful Business Reporting for Telephony Systems

CyTrack CyReport utilises a powerful SQL database and browser based user interface to deliver reporting information via 60 intelligent reports. Reports may be set to be emailed automatically on your own schedules and delivered directly to your email, or run ad-hoc reports and create your own filters for deep analysis of your business and team performance.

BUSINESS BENEFITS

- Measure staff efficiency, to improve productivity & customer service
- Increase profitability by tracking & controlling costs & billing projects
- Improve accountability due to divisional cost allocation
- Better KPI management leading to enhanced Contact Centre service levels
- Deliver powerful scheduled information to key personnel and stakeholders
- Easily measure your key business metrics... and what gets measured gets managed!
- Reports by system performance, grade of service, team or individual
- Schedule monthly, hourly, daily by e mail, sms, print or file

• Business Intelligence Reports - You choose



CYREPORT FEATURES

- Up to 60 powerful reports for system performance, service levels, grades of service and agent/team evaluation
- Automatic Scheduling of reports to print, email or file (CSV, PDF, Excel)
- Logging, reporting and playback of call recordings via optional CyRecord
- Multi-user and multi-site support
- Account Code tracking for project/Item Billing
- Web based client
- SQL database architecture & SQL Reporting Services reports architecture
- Powerful Carrier Tariff interface
- Directory and Information Services
- Serial & IP call logging
- Cloud or premise based
- Modular upgrade options
- Compatible with most telephony platforms

UPGRADE OPTIONS

CYREPORT BUSINESS INTELLIGENCE DASHBOARD & ALERT MANAGEMENT CENTRE

For added power and real-time information add our optional CyReport BI Dashboard. Whether you need Telephone Call Accounting statistics, or Call Centre information for a wallboard, CyReport BI Dashboard has the answer. A user-configurable interface that lets YOU control what YOU want to see. You design your own business centre and then create thresholds, targets and alerts giving you complete control over your business intelligence.



DASHBOARD FEATURES

- At a glance performance statistics
- Set targets or thresholds and be alerted of statistical changes by playing a sound, changing a colour, by email and/or SMS
- User Configurable
- Desktop or Web Browser based for operation anywhere
- Create unlimited profiles/layouts
- Multiple Graphs - Figure, Grid, Bar, Pie, Speedo
- Ticker Tape with configurable settings for team messages
- Data farm of statistics from CyReport, CyRecord, CyCC, CyCall or CyLive according to applications installed
- Can be configured to external databases for additional data presentation

OPTIONALLY DELIVER VOICE RECORDINGS AS WELL AS DATA REPORTS!



For unique and centralised Business Intelligence—integrate voice recording and playback into one solution with our CyRecord application. Voice recordings are linked to the data reports and you can simply click within the report to play back individual voice recordings to review the content of the call. Voice Recording search and playback has never been this easy. Create powerful schedules and have a link to the selected voice recordings sent to your email at your own schedule anytime.

To take your business to the next level start now – click here to find out more
cytrack.com/enquiry