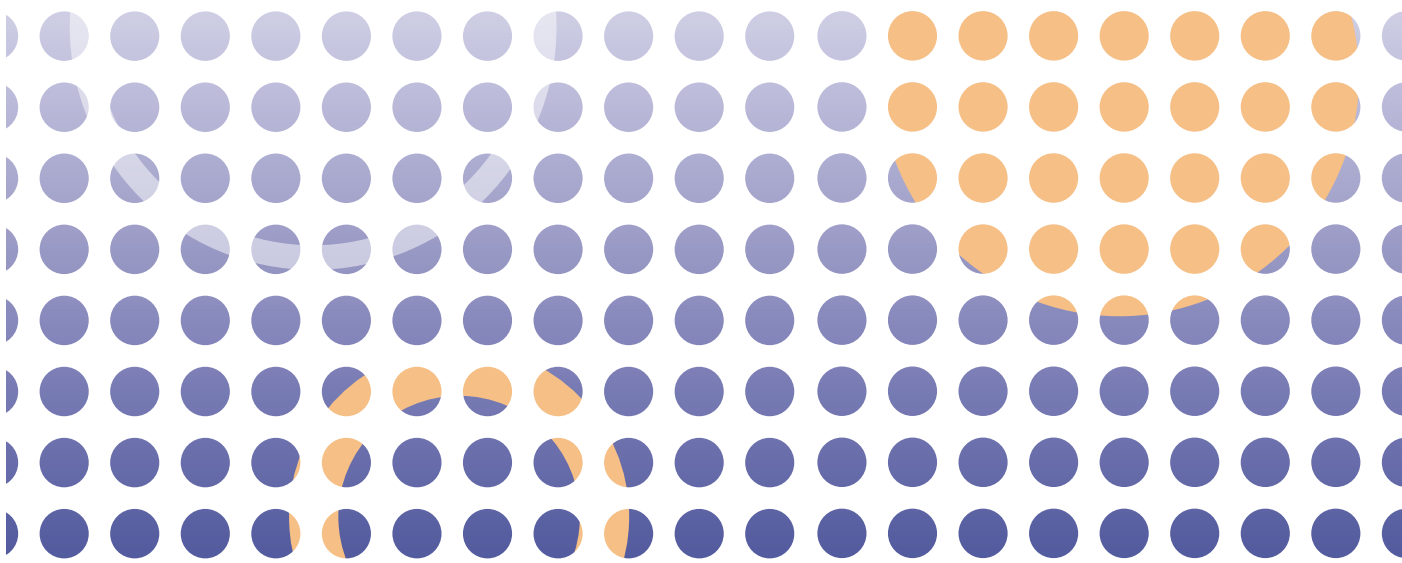




# CyTrack

Technologies

Telephony & Call Centre  
Business Communications  
Software



[www.cytrack.com](http://www.cytrack.com)

CyRecord™ Voice Recording

# CyTrack® CyRecord™ Voice Recording

## Add Voice Recording to your business

CyTrack® CyRecord™ is a low cost and simple to use voice recording solution. CyRecord™ can be installed stand-alone or integrated as an add-on module for CyDesk™ providing desktop voice recording with optional integration to desktop applications such as Outlook® and popular CRM and database Solutions.



**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 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

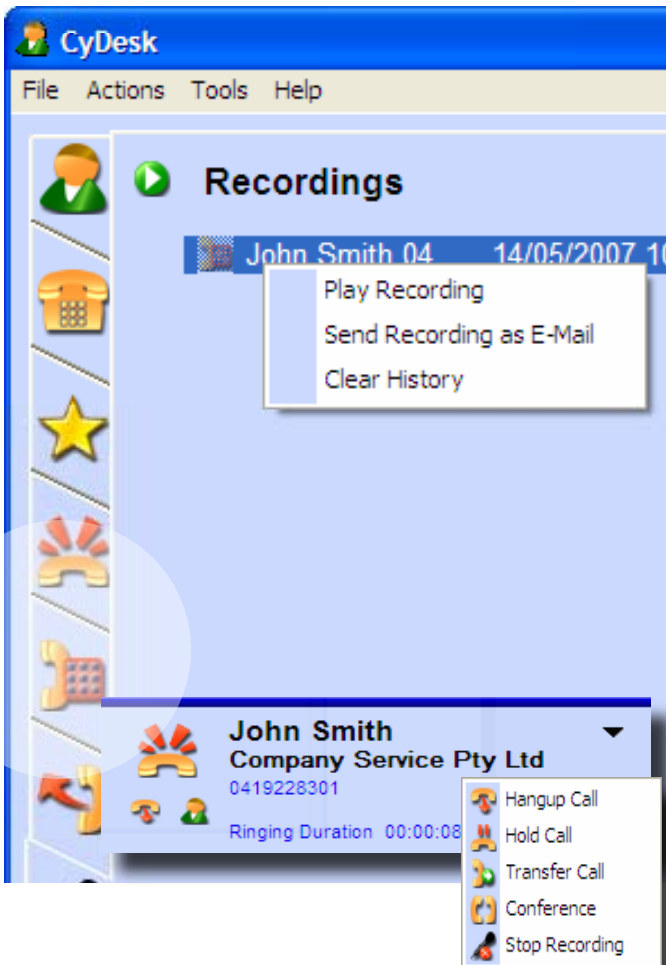
**Performance Monitoring** - In today's modern business environment, providing quality service is a key objective. CyRecord™ provides a low cost method to monitor staff performance on the telephone and use the information for quality management and training.

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

- o Standard connection is via users PC soundcard or USB port
- o Option for upgrade to central server based voice board with direct connection to PABX handsets with CyRecord Premier™
- o Works over thin client and internet/WAN
- 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.

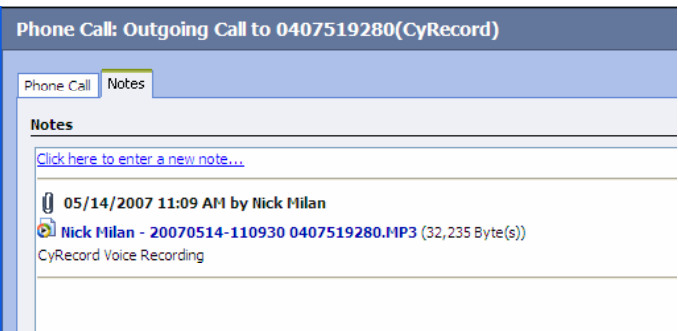
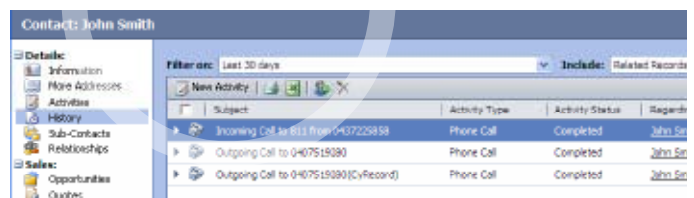
**On Demand** - CyRecord™ allows you to record conversations on the telephone at the click of an icon in CyDesk™ and then have the recorded conversation stored under the Outlook® or CRM contact record. Replay messages by clicking on the CyRecord™ Message and played back via your PC Multi-Media Speakers.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

## 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.



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 Business Communications Products are an enabling modular suite 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](http://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)

