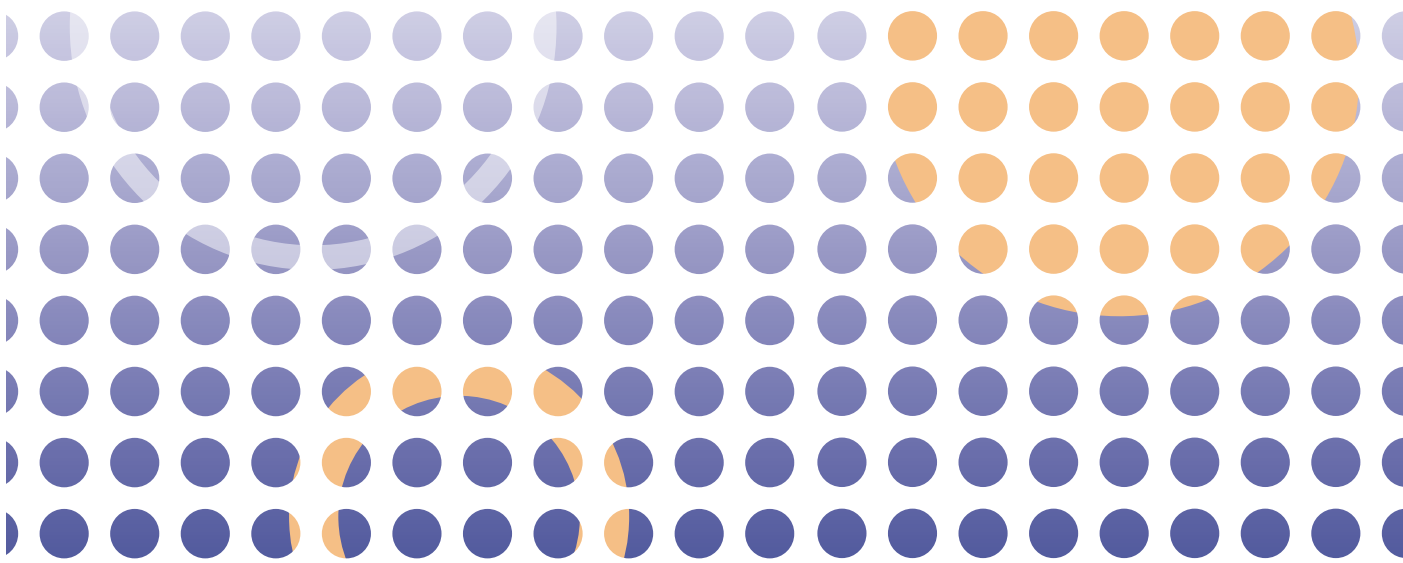




CyTrack

Technologies

Telephony & Call Centre
Business Communications
Software



www.cytrack.com

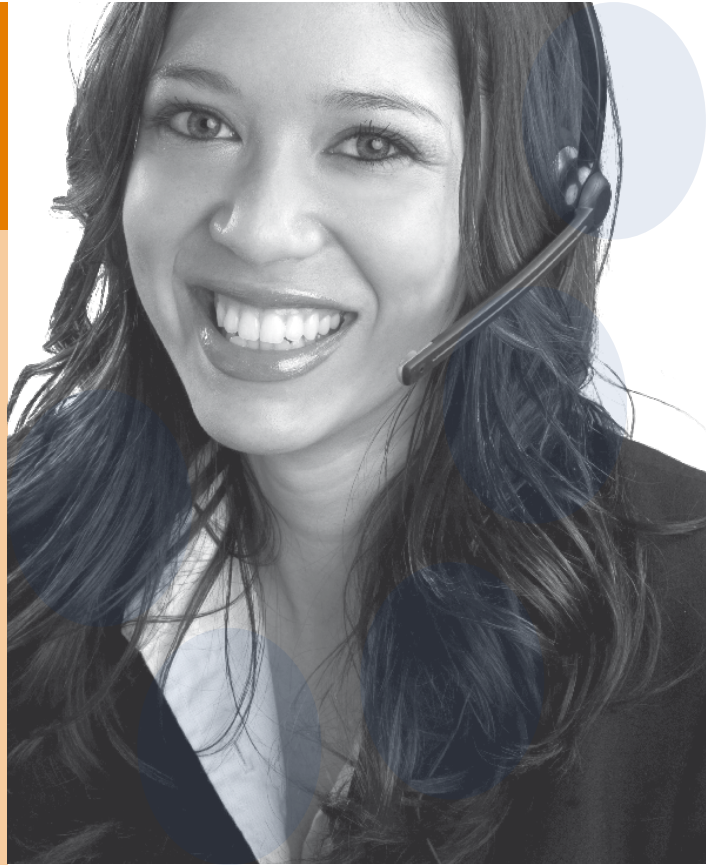
CyReport™
Telephone Call Accounting
Advanced Reporting
Analysis and Billing

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

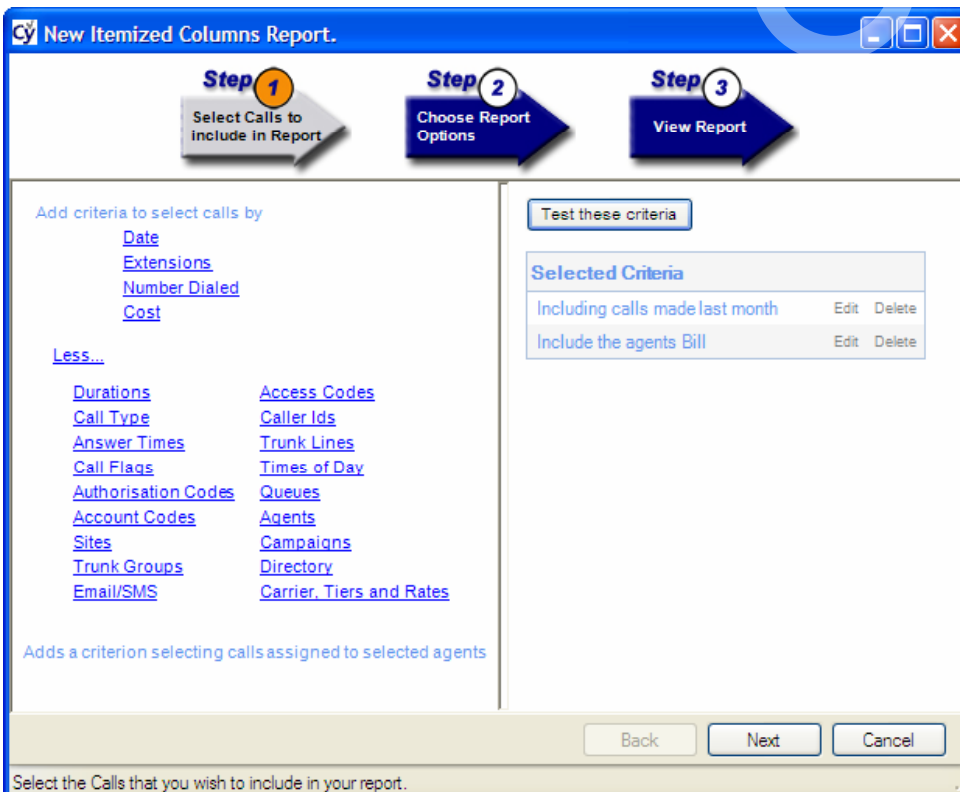
Whether you manage inbound, outbound or both, managing resources and evaluating performance and costs is paramount. CyReport™ provides an advanced range of features to meet Call Centre needs. From reporting, to cost allocation and billing of services, to agent action and break reporting.

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.

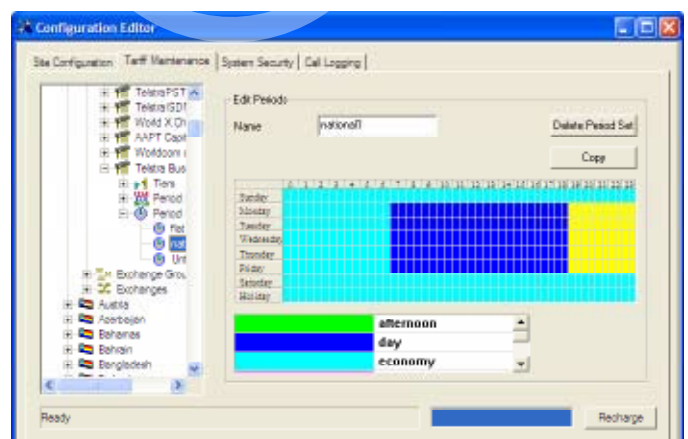
Check your Telecom Bill - have the means to check telecom bills against your own data collected and ensure you are not getting overcharged. Identify services that are not required.

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.



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

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)

