



Powerful ACD business reporting for telephony systems

CyTrack CyReport utilises a powerful SQL database and browser based user interface to deliver live information for up to 110 intelligent reports.

Set reports 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 and improve staff efficiency, productivity and customer service.
- Increase profitability by tracking and controlling costs.
- More accountability due to divisional cost allocation.
- Better KPI management leading to enhanced contact centre service levels.
- Manage your key business metrics better by utilising a configurable web based Business Intelligence Dashboard with real time indicators and alerts.
- Reports by system performance, grade of service, team or individual.
- Schedule monthly, hourly, daily by e mail, SMS, print or file.
- Real-time dashboard and up to 110 reports.

Agent presence & statistics

- Real-Time ACD Agent status.
- Real-Time ACD group statistics.
- Real-Time agent ticker tape.
- Range of report services including: Idle, Busy, Wrap-Up, Break, Out of Service, Logged Out.

ACD leaderboards

- 'Gamify' the call centre experience!
- Motivate and reward key performers.
- Compare your position to colleagues.



CyReport features

- Up to 110 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 optional.
- CyRecord™ call recordings.
- Multi-user and multi-site support.
- Account Code tracking for project/ Item billing.
- Compatible with most telephony platforms.
- Web based client.
- SQL database architecture and SQL Reporting Services.
- Reports architecture.
- Powerful Carrier Tariff interface.
- Director and Information Services.
- Serial & IP call logging.
- Cloud or premise based.
- Modular upgrade options.

Dashboard features

- Real-time at a glance 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™, CyCall™ or CyLive™ according to applications installed.
- Can be configured to external databases for additional data presentation.

“What gets measured gets managed”

