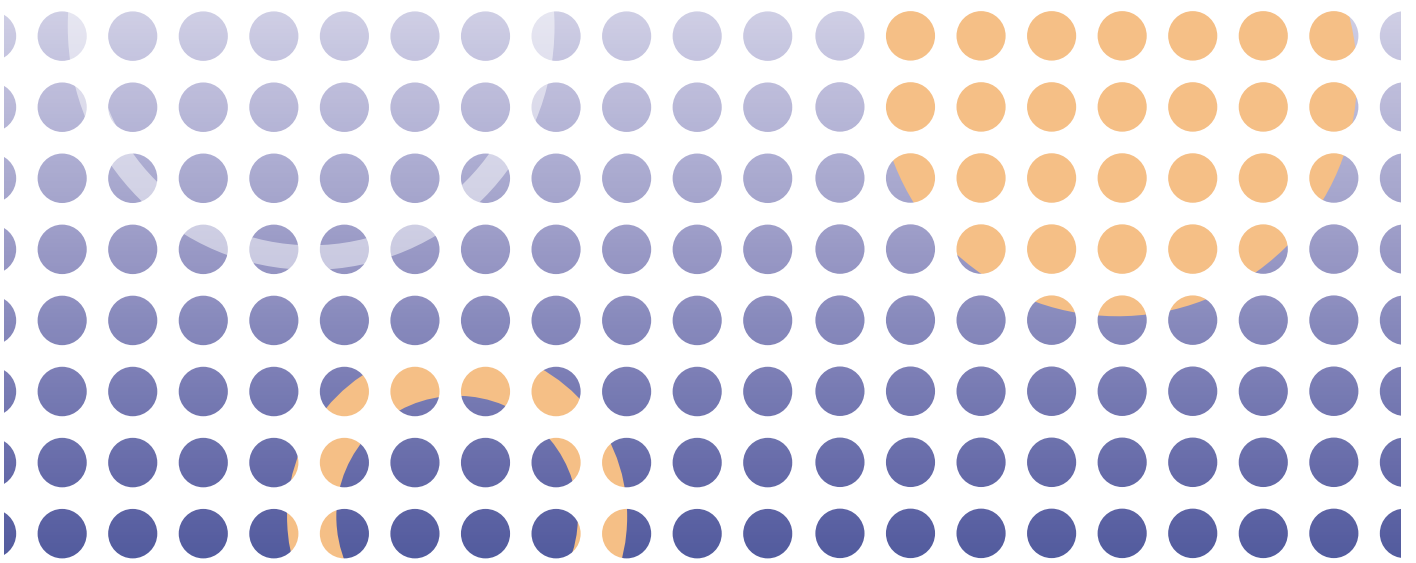




CyTrack
Technologies

Telephony & Call Centre
Unified Communications



www.cytrack.com

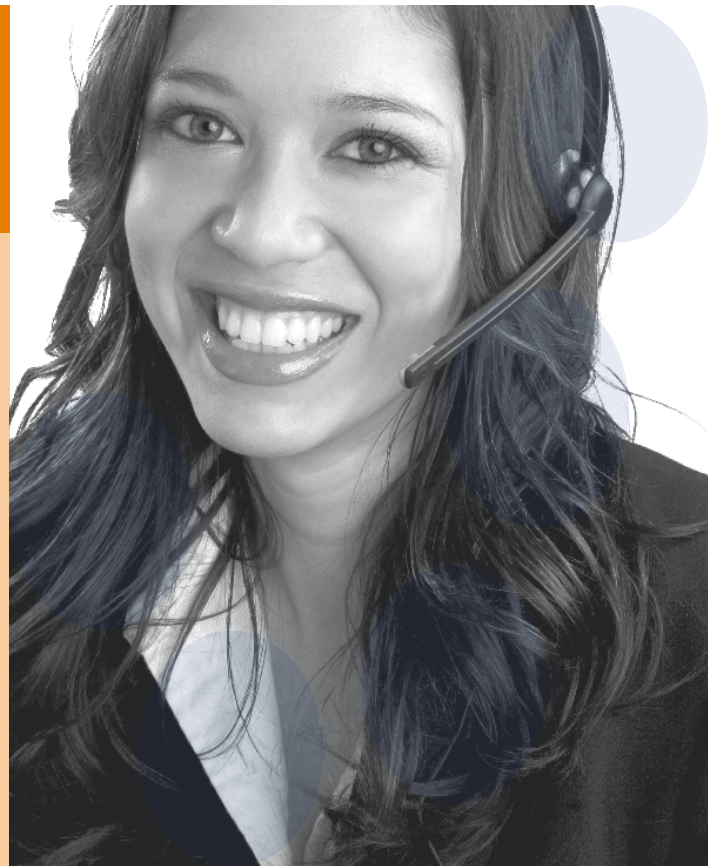
CyReport™ Hospitality

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



ABC Hotel

Tax Invoice

ABN: 123 45

Dates 23-May-2006 13:04:44 to 25-May-2006 12:28:10

Ms T. James

West Wing Suite - 200

Date and Time	Duration	Destination	Number	Call Type	Cost
23/05/2006 1:05:44PM	20:01	mobile	041238678	International	\$27.00
23/05/2006 2:15:00PM	53:20	mobile	049876543	International	\$34.00
23/05/2006 3:33:00PM	25:33	mobile	041499887	International	\$15.00

	Ex	GST	GST	Inc	GS'
3 Telephone Calls Made		\$76.00	\$76.00		\$83.6
Dry Cleaning		\$40.91	\$4.09		\$45.0
Dining		\$223.00	\$22.30		\$245.3
Tours		\$130.91	\$13.09		\$144.0
Movies		\$22.55	\$0.00		\$22.5
Room Service		\$92.02	\$9.20		\$101.2
Total		\$516.99	\$124.68		\$641.6

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 rooms and also 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.

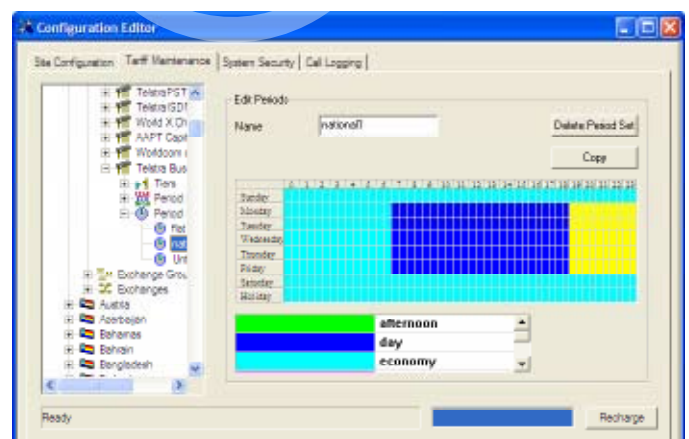
Check your Telecom Bill - have the means to check telecom bills against your own data collected and ensure you are not getting overcharged. Identify services that are not required.

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 screenshot shows the CyBar ABC Hotel software interface. At the top, there are icons for 'Check In', 'Check Out', 'Search', and 'Print'. Below these is a table with columns 'Room', 'Room Occupant', and 'Rate'. The table lists several room types, with 'West Wing Suite' selected and highlighted in blue. To the right, a 'Room Details' pop-up window is open, showing fields for 'Room' (West Wing Suite), 'Charge Rate' (Gold), 'Occupant' (Ms T. James), and 'Check In Time' (Tuesday, 23 May 2006 1:04 PM). Below these fields is a table of 'Additional Charges' with columns 'Charge' and 'Total'. The charges listed are Dry Cleaning (\$45.00), Dining (\$245.30), Tours (\$144.00), Movies (\$22.55), Theme Parks (\$0.00), Room Service (\$101.22), and Phone Charges (\$83.60). The 'Grand Total' is \$641.67. At the bottom of the pop-up are buttons for 'Check Out', 'Advisory Bill', 'OK', and 'Cancel'.

Guest Management Check In/Out and Room Barring - The CyReport™ Hospitality Front Desk interface makes for simple operation of check in and check out for busy reception and front desk operators. From this screen shown here you can click to check in a person against a vacant room, or click to check out a person from a occupancy. The Front Desk screen shows room, occupant, rate and checked-in time. Simply click on a occupancy to check out, or a unoccupied room to check in, or click the check in or check out button and fast search to the occupant or room to proceed.

Front Desk Services

CyReport™ Hospitality Front Desk allows search and lookup of optional customisable fields such as Guest Name, Room Number or Suite Name, car registration number or partners name. You can look-up and provide a advisory bill verbally or issue a print out at any time prior to check out. Advanced facilities include options for Computer Telephony to link your CyReport system to your telephone system for click to dial and screen pop of calling guest details.

Check Out & Add Miscellaneous Charges

CyReport™ Hospitality Front Desk Check Out process is simple, just click on the guest name from the Front Desk Menu, or click Check Out and select the guest name from the fast search lookup and you can then enter any miscellaneous charges, review the total including all telephone calls and then either print a advisory bill or process to check out.

Main Function Points

- o Customisable room naming setup
- o Simple to operate check in and check out
- o Optional room barring (check for PABX compatibility)
- o Optional 6 customisable miscellaneous items
- o Powerful and flexible tariff setup to match your carrier costs for checking and comparison
- o Customisable Guest Rates with unlimited scales - e.g. Business, Gold, Platinum etc.
- o Front Desk Fast Search Console
- o Front Desk Advisory Bill facility
- o Optional Computer Telephony

CyReport™ allows entry of up to 6 miscellaneous items of your description to be added to the system setup and then be available on check out to add to the bill

The screenshot shows two overlapping windows. The 'Edit Rates' window has a list of rates: Base, Bronze, Gold, and Silver, each with a house icon. The 'Edit Charge Names' window has a table with columns 'Charge Name' and 'Taxable'. The charges listed are Dry Cleaning, Dining, Tours, Movies, Theme Parks, and Room Service. The 'Taxable' column has checkboxes, with Dry Cleaning, Dining, Tours, Theme Parks, and Room Service checked, and Movies unchecked. Both windows have 'Ok' and 'Cancel' buttons at the bottom.

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 Unified Communications Products are 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

The logo for CyTrack Technologies. The word "CyTrack" is in a large, white, sans-serif font, with a small cluster of white dots above the "y". Below it, the word "Technologies" is in a smaller, orange, sans-serif font. The entire logo is set against a dark blue background.

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)

