



Reporting & dashboards, business intelligence

CyTrack CyReport is a powerful SQL database driven business reporting tool for telephony systems. The browser based user interface delivers reporting information via a large and powerful suite of intelligent reports.

“What gets
measured gets
managed

Reports may be emailed automatically on your own schedules, or run as ad-hoc reports. Create your own filters for deep analysis of your business and team performance.

Features

- A large suite of 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 and 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.

Business benefits

- Measure staff efficiency to improve productivity and customer service.
- Increase profitability by tracking and controlling costs and 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.
- Reports by system performance, grade of service, team or individual.

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.



Add voice recording with CyRecord™

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 anytime.

CyReport BI 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.