



CONVERGING Technology

CyReport™

*Telephony Reporting
Billing, Accounting
& Directory Management*

Benefits

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?

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.

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, out-bound 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.

Overview

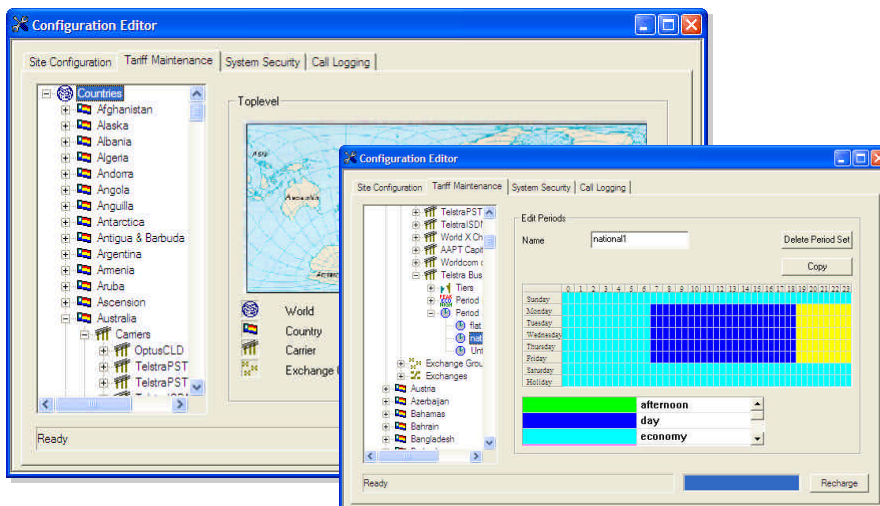
CyTrack® CyReport™ is a Telephony Call Data Logging and Reporting system providing a range of Telephone Call Accounting, Reporting, Billing and Call Analysis features.

CyReport can be purchased stand-alone as a powerful low cost telephone information management and accounting system - and also can be integrated with other CyTrack products such as CyQ™ and CyCall™ as a central reporting management information system .

CyReport Logging Engine

CyReport uses a powerful SQL based logging engine that collects data centrally from all CyTrack applications to provide wide ranges of reports for analysis. Data collected can be telephone call usage, agent events and also information from products such as CyQ and CyCall.

CyReport™ Powerful Tariff and Costing Management



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.

Integration to other CyTrack Products

CyReport is the central reporting module for all CyTrack products - so as you add additional solutions - such as CyQ™ or CyCall™ all reporting is done from the one central interface and database and also the amount of information you collect from each call and each internal agent grows allowing more and more additional reporting, services billing and performance monitoring.

Integrated Computer Telephony

Leveraging the powerful facilities provided by the Directory and Information Services and integrating with CyTrack® CyPhone™ and CyConsole™ Operator Console for Corporate, Hospitality and/or Bureau Service Centres, provide powerful and information-sensitive operator consoles integrated to the telephone system. Features such as Hold, Transfer, Conference and dial out together with the Messaging Module and customer and client context information provided by the Directory, allows intelligent telephony control.

Features

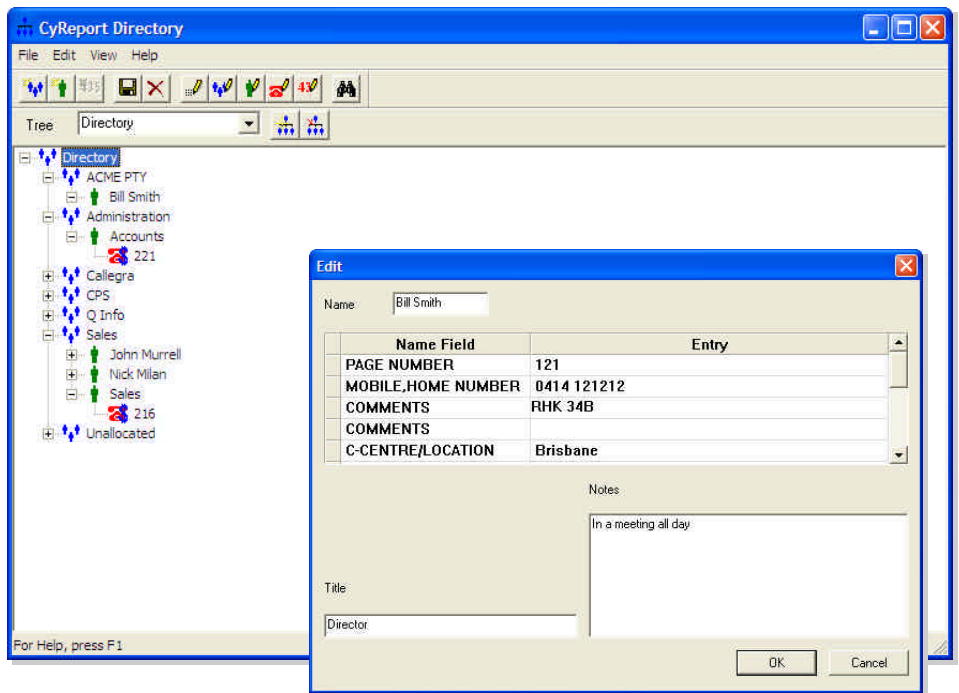
Powerful SQL Database
 Flexible and Customisable Crystal Reports - Report output to Print, CSV, PDF, Excel, E-Mail, Customisable Bill format Reports with optional GST Multi-User and Multi-Site Options
 True Tariff and Costing
 Unlimited Directory Hierarchy featuring Drag and Drop interface
 Operator Directory Fast Search Console
 Serviced Office & Hospitality Support
 Computer Telephony Integration
 Internet Billing Integration

Functionality

Directory and Information Services

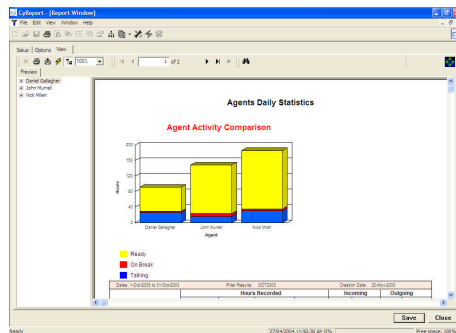
The CyReport™ powerful Drag and Drop Directory with powerful customisation and search facilities allows you to setup groups of users into divisions or teams for reporting purposes and also provides advanced facilities for any organisation to manage communications. Whether it be a corporate or hospitality or bureau environment. The CyReport™ Directory also offers powerful messaging features that can be integrated to the existing environments - such as e-mail, fax and also PC-mobile text messaging. .

CyReport™ Powerful Drag and Drop Directory



Reporting and Analysis

CyReport™ collects all its data to a powerful SQL database. Reports are generated by Crystal Reports and can be output to a range of formats, including Excel, PDF, Word and more. We provide a range of prepared reports, however if we do not provide the report format you require, we want to know and will provide reports customised to your specification.



Outbound Call Blending Call Centre Functionality Modules

CyReport is the complete reporting tool and when integrated with CyPhone, CyQ™ and/or CyCall™ provides a full call centre level management information system.

CyReport Reporting

Flexible and Customisable Crystal Reports

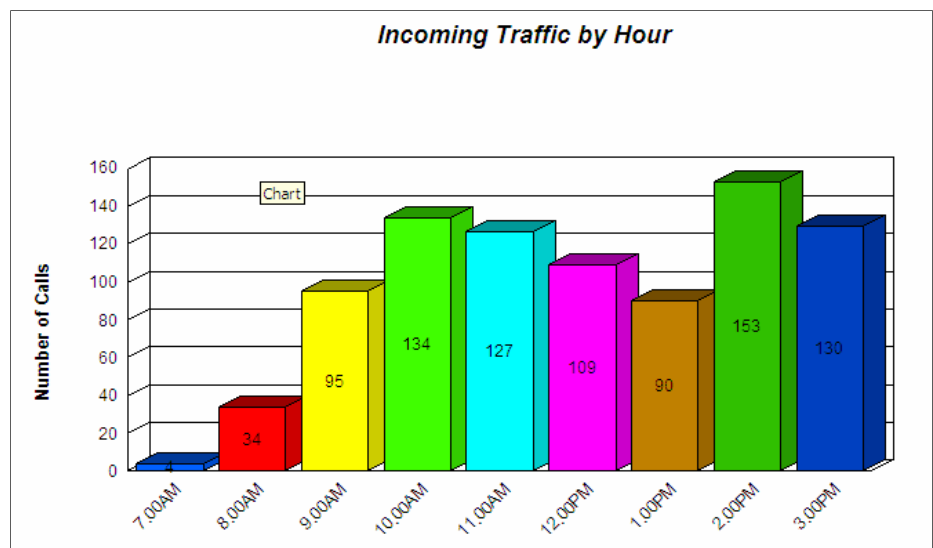
Report output to Print, CSV, PDF, Excel, E-Mail, Customisable Bill format Reports with optional GST

Reports available with optional graphics and/or also full table based line by line transactions.

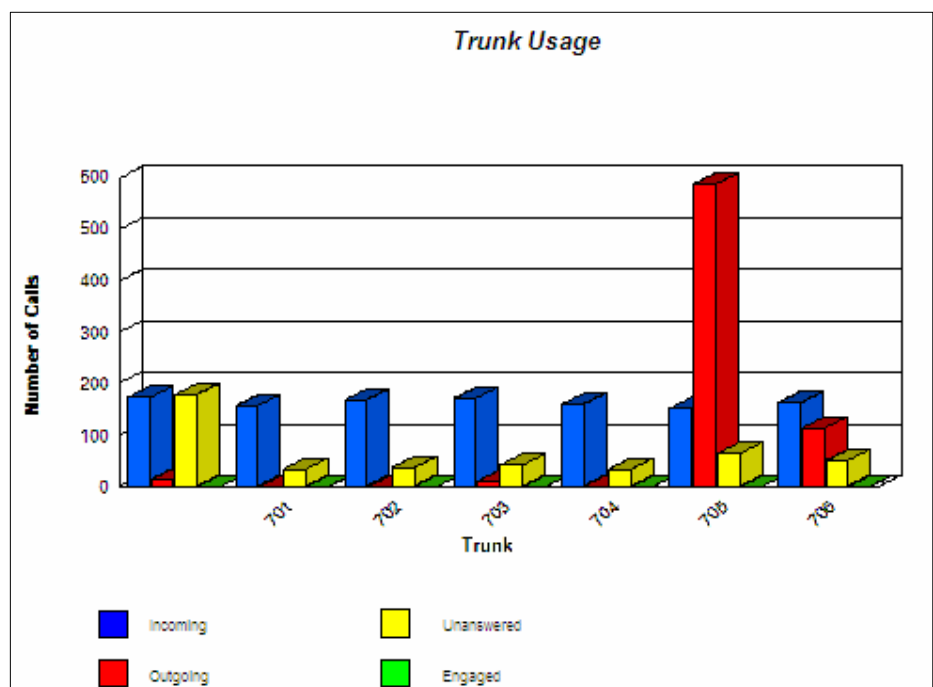
CyReport™ Answered Call Graph



CyReport™ Incoming Traffic by Hour



CyReport™ Trunk Usage





CyTrack® Telecommunications create powerful and versatile software applications that deliver advanced functionality, providing you with a business edge:

Computer Telephony Integration
PC-Telephone Management
Intelligent PC Operator Console
Reporting, Analysis and Billing
Intelligent Inbound Queue Management
Outbound Tele-Marketing Management
Voice Logging and Recording
Complete Call Centre Solutions
Serviced Office Solutions
Unified Voice and Fax Messaging

