



**CyTrack CYPHONE**  
PC-TELEPHONY MANAGEMENT



## BENEFITS

### LINK TWO IMPORTANT BUSINESS TOOLS - THE PC AND THE TELEPHONE

Ultimately a lot of business is done over the telephone - and it makes sense to automate a lot of those tasks and also make them easier. Staff efficiency is improved in many ways - even by simply not having to enter every number to a telephone keypad for every call. Features such as automatically popping the details of the caller to the PC screen automatically provide many beneficial features.

### SERVICE EFFICIENCY

Create better service for customers by improving internal use of the telephone and contact management. Improve speed of call handling inbound and outbound and returning missed calls

### IMPROVE STAFF CAPABILITY FOR BETTER SERVICE

Staff efficiency is improved in many ways - even by simply not having to enter every number to a telephone keypad for every call. Complex service design processes such as customised answering for many different numbers, lines, divisions or clients can all be smoothly presented and handled.

### PERFORMANCE MONITORING

In today's modern business environment, providing quality service is a key objective. CyPhone™ in conjunction with CyReport™ enables service performance adherence and process conformance, full reporting and review of calls made and received. Low Cost CyPhone is very low cost and also can be upgraded with additional modules to provide voice recording, agent monitoring, or even incorporated into a full inbound service call centre or outbound tele-marketing operation.

### LOW COST

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## OVERVIEW

CyTrack CyPhone is a desktop Computer Telephony Software Product that links your PC to your telephone, providing a wide range of features and functions.

CyPhone can be used stand alone or integrated to Outlook or your Customer Relationship Management System or Database, Access and many other Windows Based Applications (In fact we provide some specialised integrations for products such as ACT!, SalesLogix, Maximizer, Sage CRM, Accpac, GoldMine®, HEAT®, Microsoft CRM® and more). Or just highlight any number in Windows and Right-Click to Dial.

All standard telephone controls such as answer, hold, re-dial, conference and transfer are now easier and in fact better supported now it can be done from your PC.

### MANAGE YOUR TELEPHONE CALLS EASIER !

Now answer calls by a click on your PC screen and right click to transfer calls blind or supervised—simply !

Transfer calls, or bring colleagues into a conference call—all just by right click as shown here.

View Colleagues busy, free or break status with bright and vibrant self chosen icons and colour status images.

Busy Lamp Fields and Speed Dials all make managing your telephone calls easier. Manage your telephone calls easier !

### CLICK TO DIAL

Set up CyPhone with your customer database and simply click to dial your contacts - if you don't get through the name of the person and their number is listed in the re-dial list for recall.



### DIAL FROM ANYWHERE IN WINDOWS

Just right click on any number in your PC desktop - whether it be a email, web page or Word document - and then select 'Yes' to Dial.

### SCREEN POP ON INCOMING CALL

Integrate CyPhone to your customer database and have the correct customer details automatically 'popped' to your screen when you are receiving incoming calls.

# OVERVIEWS

## REAL TIME ADMINISTRATION MANAGER

CyPhone is more than just a simple PC based software package. It has a sophisticated Client/Server Architecture that allows advanced management and administration facilities.

The Central Administration Manager screen allows central feature setup and agent status review. Agent statuses can be central changed to ready or break.

## BREAK MANAGEMENT

Workflow adherence and also communication with your colleagues can be enhanced by use of CyPhone Break Management. Any number of break types can be entered to the system and a clear and bright icon chosen for various categories as shown here. Select a break type to show colleagues and team members your status. CyPhone Break Types and Agent Productivity reports can also be provided by CyReport our optional Call Reporting Package.

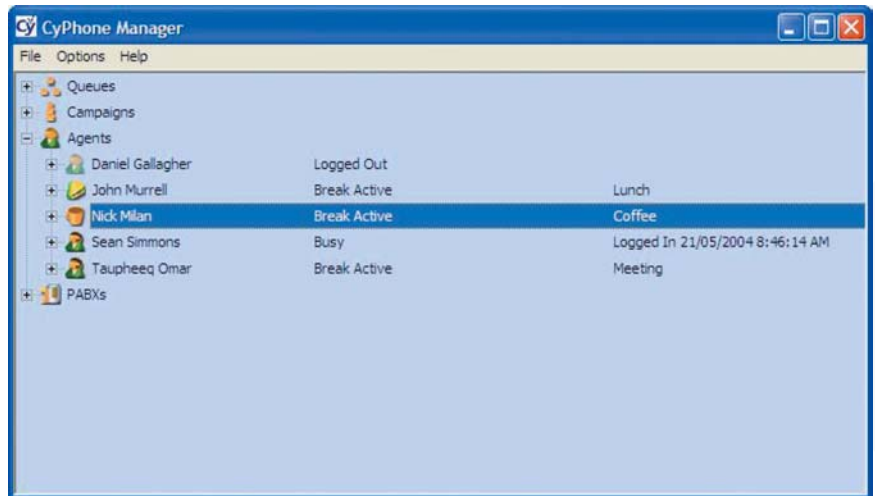
## CYPHONE DESKTOP

We cant show you everything here—you need to see it for real, but the CyPhone desktop makes using the telephone much easier. When a call is answered just right click on one of your colleagues details and you can easily then right click to transfer the call direct or speak to your colleague first.

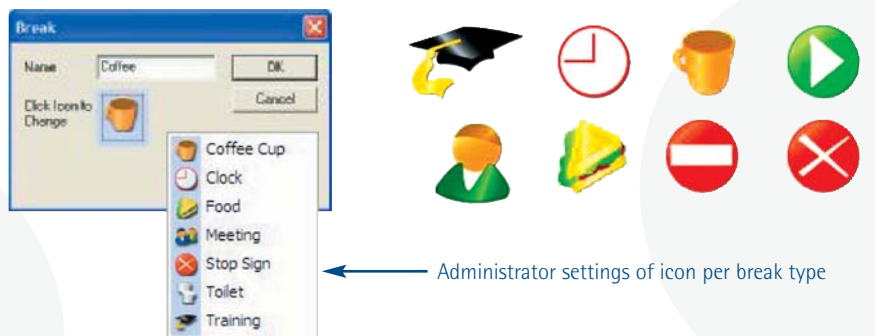
The tabs allow simple management to review calls made, missed or to call up a redial list to return calls. At any time you can just right click on a number and add it to your own speed dial list.

If you are using CyRecord as well with CyPhone the Voice Recordings tab allows you to playback messages recorded and also email them—more details on the next page.

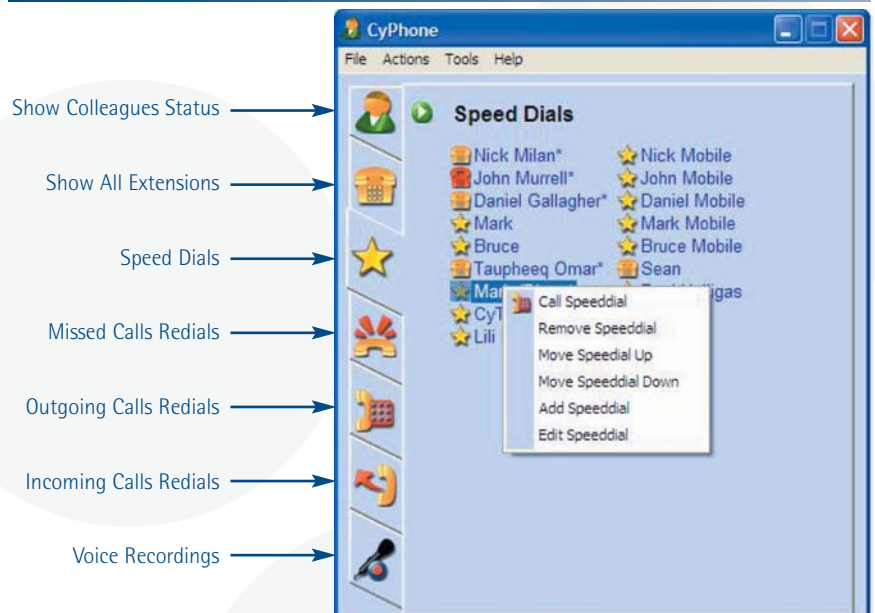
CyPhone Real Time Manager Screen—Showing Agent Status and Activities



CyPhone Agent Status—Simple Graphical Break Statuses



CyPhone Real Time Manager Screen—Showing Agent Status and Activities



## FEATURES

- Full screen/toolbar control
- Full screen/toolbar control
- Colour Customisation
- Caller ID/Name/Company
- Call Time Counter
- Last 50 number re-dial
- Speed Dials and Extension Status Display
- Dial/Answer/Hold/Recall/Hang-Up/Conference
- 3rd Party Transfer
- Auto/Manual Screen Pop
- Call History Journal Options
- Missed Call Re-Dial Options (subject to integrated database)
- Agent Break Types
- Central Administration
- Group or Individual Settings Profiles on Features
- Administration Real Time Agent Review
- Optional Agent Call Time & Traffic Reporting (See CyReport™)



Answer Call



Hold/Unhold Call



Hangup Call



Transfer Call



Conference



Record Call (Requires CyRecord)



Make Call



Pop Contact

### ALL TELEPHONY CONTROLS FROM YOUR DESKTOP

Answer, Hold, Retrieve, Transfer, Conference, Speed Dial, Re-Dial and more all available from your PC screen - no more trying to remember complex keypad codes (note some telephone systems do not support all controls via their CTI interface)



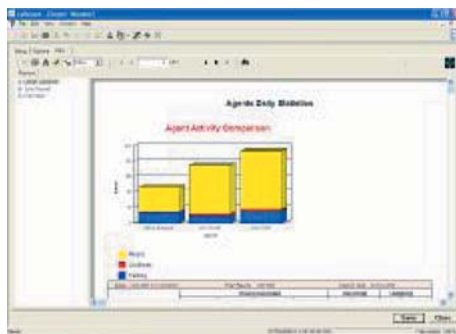
### DATABASE AND CRM INTEGRATION

CyPhone™ integrates to Windows ODBC Databases such as Access and SQL and CRM Solutions to provide additional business and Call Centre applications. We have provided links below on our most popular integrated solutions. For more details or specific requirements please contact sales.

### INTEGRATED REPORTING AND BILLING WITH CYREPORTÔ

CyReport provides full telephone call accounting and traffic reporting with service analysis and also specialised billing services.

CyPhone™ can log all activities of the Agents such as On Call, Idle, On Break including which calls answered, transferred and messages taken to CyReport™.



### CALL CENTRE FUNCTIONALITY MODULES

CyPhone becomes the Agent PC Desktop interface when you add our CyQ Inbound Queuing Solutions or CyCall Outbound Telemarketing Systems to your business. This provides your business a smooth upgrade path and no need to learn new interfaces on your staff desktops. In fact with CYQ and CyCall once you have purchased the modules CyPhone is all you need for user licensing - so if you already have all your staff on CyPhone - everyone is connected as part of your call centre and no additional seat licensing is required.

## FEATURES

- On-Demand Voice Recording
- Full Time Voice Recording Setting
- Stop/Playback Control
- Re-Play Short List QuickPlay
- Synchronisation with
- GoldMine®/Outlook® Contact
- Auto-Store to GoldMine® Links Tab
- Auto-Store as Outlook® Journal with attachment
- Options for store by Agent/Campaign/Completion Code (Call Type)
- Message Store as .Wav File or MP3
- CyRecord uses 8 bit 11.025 Khz, which means 11k/second ie 660k / minute

## CYRECORD - ADD ON VOICE RECORDING MODULE

### OPTIONAL VOICE RECORDING - ON-DEMAND OR FULL TIME

By adding CyRecord you can now record calls to a .wav or MP3 file on your PC or a central store area - by agent, call type or other criteria. CyRecord can be set as On-Demand - and the CyPhone user selects the record feature, or Full Time where all calls are recorded.



### ON DEMAND

CyRecord™ allows you to record conversations on the telephone at the click of an icon in CyPhone™ and then have the recorded conversation stored under the Outlook® or GoldMine® contact. Replay messages by clicking on the CyRecord™ Message and played back via your PC Multi-Media Speakers. Messages can be easily emailed and forwarded.

### RECORD ALL

CyRecord™ optionally allows the administrator to set CyRecord settings for assigned users to record every voice conversation and store the files to a central location for review and/or archive as applicable - the recording can also be available to be stored under the Outlook® or GoldMine® contact as standard. Replay messages by clicking on the CyRecord™ Message and played back via your PC Multi-Media Speakers. Messages can be easily emailed and forwarded.



CyRecord™ Desktop allows simple right click to play, send recording as a email or clear the history.



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Specifications are subject to change without prior notice.