

# Deployment Guide

## Cytrack CyReport Reporting & Analytics



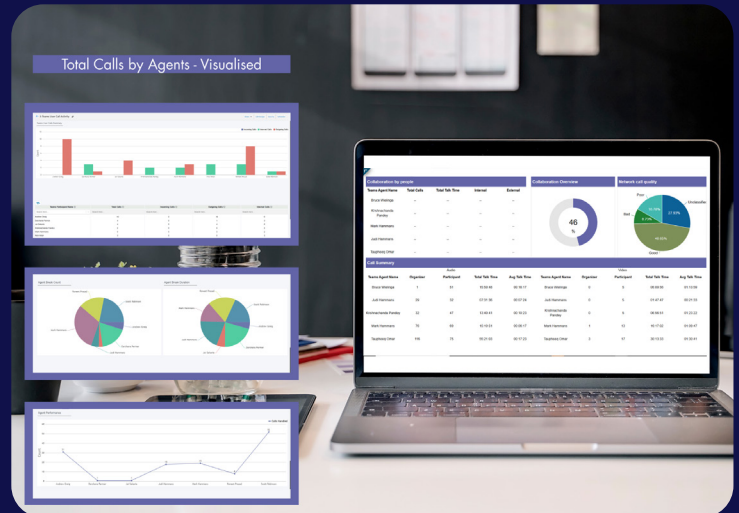
### Advanced analytics and reporting

CyReport is aimed at business users who require an easy-to-use workplace analytical and reporting solution to provide business insights into your communications productivity, interactions, trends, call quality, call queues, communication costs and much more.

This guide provides information for partners who wish to provide deployment, setup and training services.

We provide comprehensive training guides and

videos online, but we can also provide online advanced training for partners. Contact [sales@cytrack.io](mailto:sales@cytrack.io) if you would like to book one of our advanced partner sessions.



### Deployment guidance for Partners & IT admin:

- [Online E-Learning Portal](#)
- [CyReport for Teams Online User Guide](#)
- [How to subscribe via Microsoft Marketplace Walkthrough](#)

### Deployment guidance for Teams users

- [How to subscribe via Microsoft Marketplace](#)
- [CyReport for Teams Training & How-To articles](#)



Contact [sales@cytrack.io](mailto:sales@cytrack.io) to partner with Cytrack  
Visit [Cytrack Partner Hub](#) for more information

# Unlock the power of data-driven insights with this CyReport Analytics course!

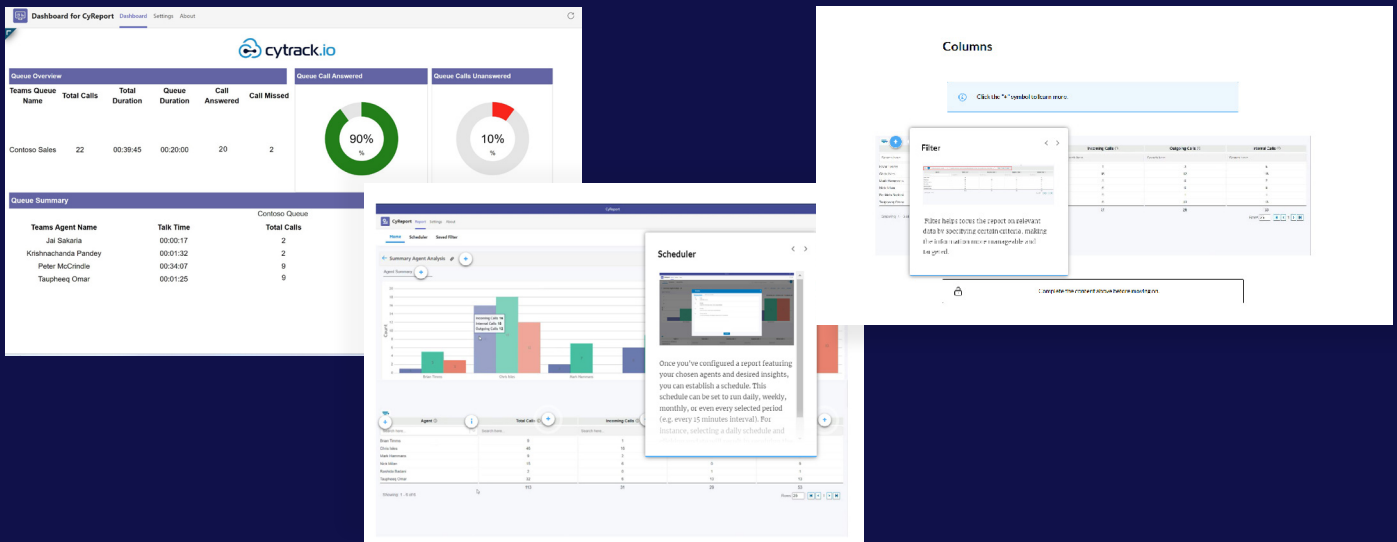
Are you struggling to gain valuable insights from your communication data? Our CyReport Analytics course is here to help! This **free training** will equip you with the essential skills to navigate this powerful tool and transform your data into actionable intelligence.

**This 4-module course, will take only 25 minutes to complete, and you will:**

- Discover how CyReport Analytics simplifies data analysis and reporting.
- Delve into essential components such as tailored reports, illuminating dashboards, and intuitive alert systems for a seamless user experience.
- Learn to navigate our recommended reports that track call performance, identify trends, and measure team effectiveness.
- Gain the confidence to make data-driven decisions that improve your communication operations.

**This course is perfect for:**

- Business users who want to gain insights from their communication data.
- Team leaders who need to track performance and identify areas for improvement.
- Partners who want to get a better understanding of the product.
- Anyone interested in leveraging data to make better business decision



**ENROLL FREE TODAY**

**Bonus: Get a cheat sheet for each module with key takeaways from the course!**

# Support Guide

## Cytrack CyReport

### Reporting & Analytics for Microsoft Teams



This guide lists the contact information and steps to access support with Cytrack for CyCX for Teams.

#### Sales & Partner Support

[sales@cytrack.io](mailto:sales@cytrack.io) | Tel +611300298722

#### Technical Support

[support@cytrack.io](mailto:support@cytrack.io) | Tel +61755539800

Visit [Cytrack for Teams](#) for more information

# Support Guide

## Cytrack CyReport

### Reporting & Analytics for Microsoft Teams

## FAQ

Q: Where can IT-Admins and End-Users of Microsoft Teams get customer support

A: <https://support.cytrack.com>

Q: What SLA do we have for responding raised issues via our support channel?

A: Cytrack will use best endeavours to provide the above services in accordance with the following time frames:

Severity	Definition	First response	Workaround time
<b>Critical</b>	Problems that are directly related to the inability to perform a business critical function of the Cytrack product. Cases designated as critical receive the highest escalation, increased visibility and review by the Customer Service Manager until resolution. Notification alerts are provided at regular intervals to all interested parties. Once a workaround is made available, the issue severity becomes 'High'.	Within 2 Hours <sup>1</sup>	As immediate as possible. This requires immediate corrective action or a workaround to be implemented. <sup>1</sup>
<b>High</b>	Problems that result in a major degradation of the system or service functionality and the issue affects client business operations, such as the voice recording. The redundancy system or a suitable work around will be designated as High receive increased visibility and review by the customer.	Within 4 Hours <sup>1</sup>	Within 4 hours of response. This requires corrective action or a workaround to be implemented. <sup>1</sup>
<b>Routine</b>	Problems that, while the software remains usable, result in a loss of system functionality that is not immediately critical to business operations, and/or do not significantly impair the functioning of the system. These problems are tolerable during system use.	Same or Next Business Day	N/A unless advised otherwise.

The time frames set out above are subject to the following:

<sup>1</sup>a) in relation to Response Times, the case must be lodged to [support@Cytrack.com](mailto:support@Cytrack.com) or entered via the online support portal, and the response provided will be issuance of a case number;

<sup>1</sup>b) follow-up will be dependent on nature of issue, access to site and time of day and time zone;

<sup>2</sup>a) Cytrack® is not responsible for resolutions that are dependent on cooperation by any third party such as PBX manufacturer, CRM or 3rd party developer or IT issues; and

<sup>2</sup>b) for resolutions requiring a software update Cytrack® will use best endeavours to deliver a "workaround" solution in 3-30 Business Days, and a fully tested solution in 90 Business Days.

Q: What is the escalation process for end-users to get faster response and resolution for their issues/queries?

A: If the issue is critical the support portal allows for an issue to be rated as critical and in this case the support ticket is escalated to the Cytrack support desk management by email and SMS.