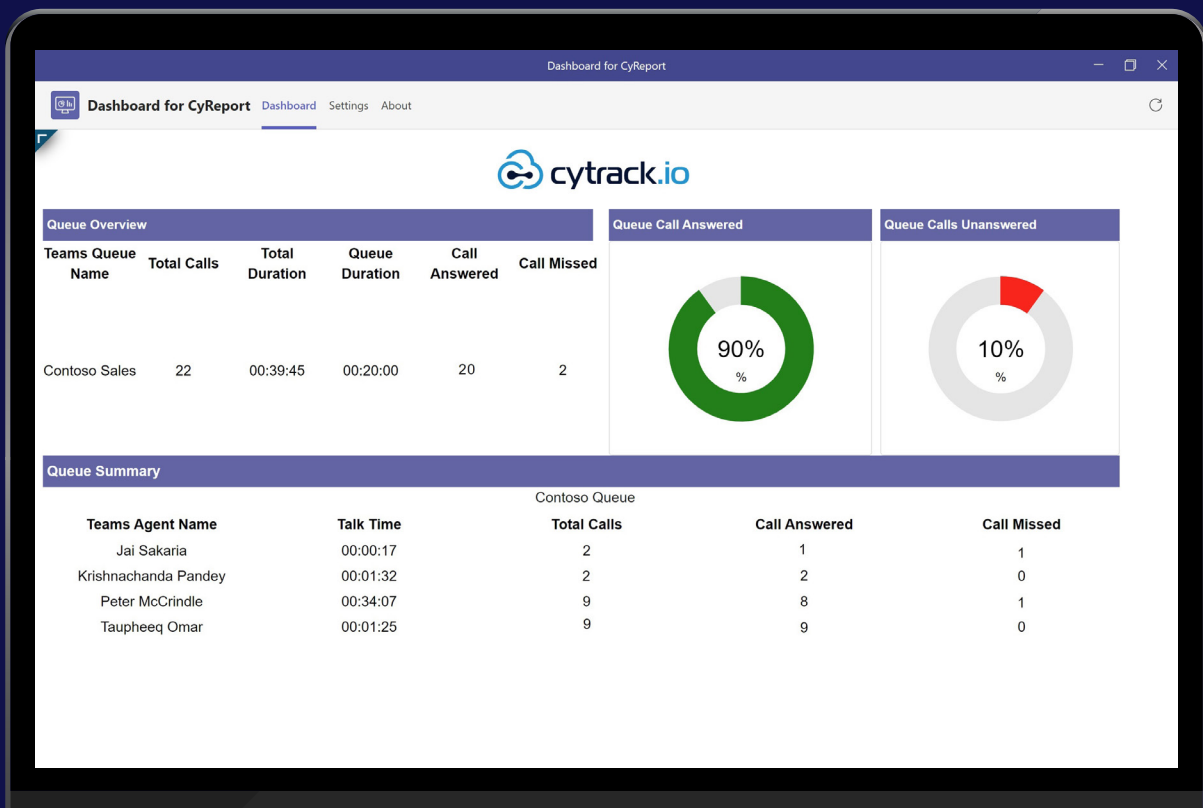


Realise the future of business communication by Microsoft Teams with Cytrack CyReport Analytics Reporting

Microsoft Teams + Cytrack CyReport is a Best-In-Class solution accommodated for the cloud environment.

Microsoft Teams provides agility, flexibility and simplicity on top of Microsoft's proven technology of leading business communications, integrated with Cytrack's award winning customer experience & collaboration software solutions.

Whatever your business size, information and reporting on your communications is essential – *'what gets measured, gets managed'* !



Get informed on the who, when and how, of your Microsoft Teams communications

CyReport interfaces with your Microsoft Teams tenancy to gather metadata on your business communication performance. It then provides an array of insightful dashboards and reports, empowering your business intelligence analysis.

- How long are customers waiting to be answered?
- Are customers abandoning or overflowing to back up queues/voicemail?
- Can you compare individual agent statistics to identify and reward top performers?
- Are your staff happy and motivated? Use CyReport to analyze sentiment, team emotion and participation!
- How many chats are happening daily, what are the teams responses?
- And more – just see for yourself and get your window into your Microsoft Teams business interactions.



Teams Performance

- Telephony Analytics
 - PSTN / Teams Calling telephony usage.
 - Agent Statistics.
 - Call Queue group statistics.
 - Wide range of powerful reports.
- Video Conference Analytics
 - Report by specific internal and/or external participants.
- Chats
 - Number of chats & Chat mentions.
 - Chat Type (in channel, group or 1on1).
 - Chat Sentiment and Emotion Analysis reviewing reactions like heart, sad, angry, laugh, surprise etc.
- Call Quality of Service.
- Channel optimisation – review when a channel was last updated or used.



Call Queue leader boards

- 'Gamify' the teams experience!
- Motivate and reward key performers.
- Compare performance amongst the team.

Powerful call queue and agent reporting for Microsoft Teams



Cytrack CyReport is designed for the cloud with a modern web user interface to deliver a wide range of performance and analytical reports.

Use the Report Designer to create your own reports or select from the professional range of included reports.

Set reports to be emailed automatically on your schedules and delivered directly to your email or into Teams channels, or run ad-hoc reports and create your own filters for deep analysis of your business and team performance.

Use the full functionality of Microsoft Teams by sharing reports into Teams channels and setting customisable tabs containing dashboards and reports specific to that team.

Dashboards provide a range of statistical tools and displays.



Business benefits

- Measure and improve staff efficiency, productivity and customer service.
- Increase profitability by tracking and controlling costs.
- More accountability due to divisional cost allocation.
- KPI management to enhance service levels.
- leading to enhanced service levels.
- Manage your key business metrics better by utilising our configurable web based Dashboard with real time indicators and alerts.
- Performance, grade of service, team or individual.
- Schedule monthly, hourly, daily by e-mail, or shared Teams channel.

So much that can be analysed !

User & Call Queue Analysis

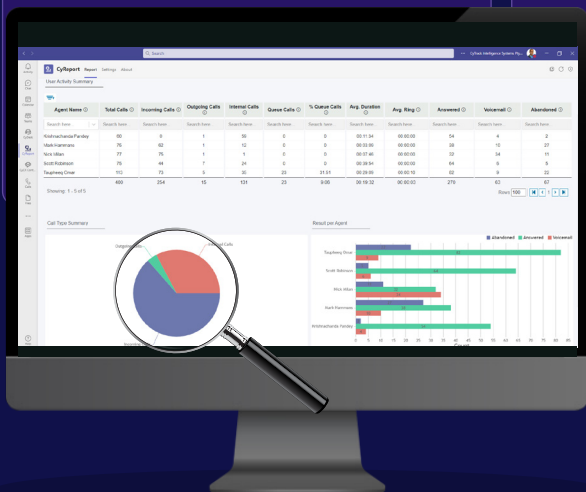
- Agent Statistics.
- Call Queue group statistics.
- Range of report services including:
 - Call Results by Agent for Answered, Voicemail and Unanswered.
 - Call Results by Queue for Answered, Voicemail and Abandoned.
 - Call Queue Duration Analysis.
 - Agent Ring and Call Duration Analysis.
 - Answered and Unanswered Call Analysis.

Media Analysis

- Participants and organiser of meetings.
 - Modality type.
 - Video Conference Reports showing participants
 - Run reports to show how many meetings had external participants.
 - Number of chats.
 - Chat mentions.
 - Chat Type (in channel, group or 1 on1).
 - Does the Chat have attachments?
 - Are chats flagged as important?
 - Chat Sentiment and Emotion Analysis by reviewing reactions like heart, sad, angry, laugh, surprise etc.
 - When was a channel last updated or used (useful for determining which channels to close or archive)
- Teams Call Device Usage Report.

Teams Integral integration

- CyReport runs right within your Teams interface, or pop out the tab so that you can float it on top of your desktop.
- Embed workgroup specific dashboards into Teams Channels.
- Embed workgroup specific reports with auto-refresh rules into Teams channels, such as a list of all abandoned callers who must be contacted back.
- Set Thresholds Alerts, such as no agents available, abandoned rate over grade of service, etc to be sent as adaptive cards to specific Teams users or Channels.
- Set scheduled reports to be sent as adaptive cards into specific Teams users or Channels.





Business Communication Transformation

In an always-connected world, customer expectations have never been higher. Cytrack revolutionises relationships and customer experiences through cloud telephony, contact centre, social engagement and AI solutions. We amplify what you do well, using digital technology to build differentiation and resilience.

Cytrack builds upon and extends world leading cloud telephony platforms with our modular suite of software, API's and services for communication applications and contact centre solutions. Our products are designed for companies who aim to deliver the highest level of customer experience. Our services include consultancy, custom software engineering and fit, deployment and after sales support for an end-to-end complete digital communication transformation service.

Global, experienced business partner

Cytrack has been in business since 1995, working with businesses across the globe to improve services, increase productivity and save costs through effective interaction and communication technology. Our tailored solutions and agile approach to product development has positioned us at the cutting edge of omni-channel customer experience and contact centre solutions. Cytrack solutions are deployed in thousands of sites in over 30 countries across the globe.

