



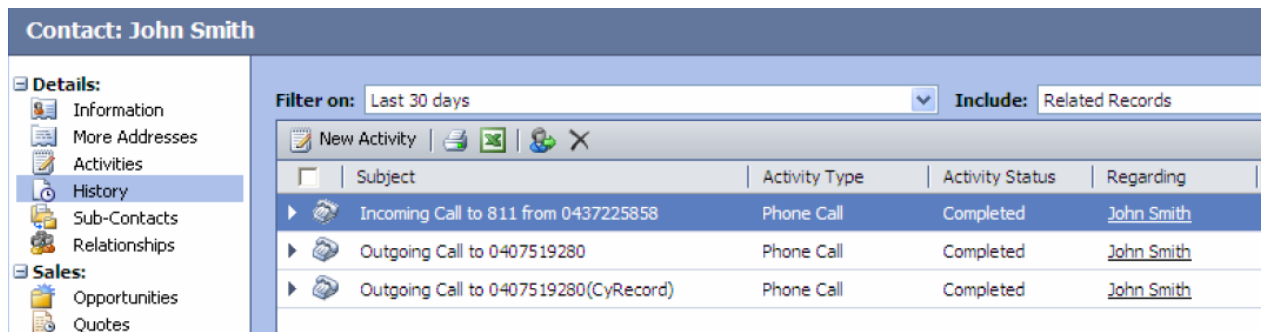
CyTrack
 Unified Communications
 & Call Centre Solutions

The CyTrack Unified Communications & Call Centre Suite of Products deliver advanced business benefits and functionalities that the integration of PC's, Telephones and the internet enables – From E-Mail, Instant Messaging, CRM and ERP applications, with technology that is affordable for everyone and with a simple interface that makes it 'people ready'.

The Telephone has made an enormous impact to the way we communicate and do business and is still one of our most used business tools and yet is vastly under utilised and under exploited given the technologies available today.

But in just one decade, we have seen a proliferation of dozens of new forms of communication: Internet, email, web messaging, voip, video conferencing and the list grows each day. That combined with an increasingly 'remote' and 'global' workforce means our clients need better ways to service customers and manage staff. The rapid move to globalisation, and the market demand for choice, time efficiency and 'on-demand' services, means everyone who deals with customers needs to be proactive with the strategies that employ.

So, given these, CyTrack has responded by developing a cache of modular applications to help our clients navigate this minefield of customer service and staff management challenges. We understand that one size does not fit all, so these apps have been built as independent or combined solutions, allowing clients to pick and choose the components that work for them.



CyTrack Modules include:

- CyDesk** Telephony & Unified Communications Manager
- CyRecord** Integrated & Flexible Voice Recording
- CyReport** Business Intelligence Reporting
- CyConsole** Intelligent Unified Communications for Front Desk Operators
- CyQ** Multi-Media Super Highway Inbound Call Centre
- CyCall** Multi-Media Outbound & Telemarketing Call Centre
- CyLive** Intelligent Interactive Voice Response (IVR) Server
- CySMS** Integrated SMS Module
- CyChat** Instant Message Web-Chat Module

