



**CyQ**

**Inbound Advanced Call Routing  
Queue Management  
Call Centre Management**



## Benefits

### Professionally manage one of your most important business needs - your customers calling you

Whether you are a formal call centre managing inbound calls or an informal call group that collectively provides a specific service or business function, CyQ™ can help manage inbound call routing and call queue requirements.

### Ensure Calls are always directed to the best person for the job

Direct your callers to the right agent by utilising skills based routing features in CyQ™. Skills Based Routing features also make administration a simpler task when moving agents between queues or training new staff - only those agents that have the right skills and the minimum skill rating can be selected to a queue.

### Ensure your staff have the right information for the right type of call

Agents using CyPhone™ can be integrated to your business systems and databases - so that the right information and optional scripts and prompts are presented to the agent depending on the type of call or customer that is calling in.

### Give your customers options and service them best

CyQ™ allows for a very varied range of overflow options that allows you to design options for callers rather than just leaving them in queues - provide options to other divisions, voice mail, transfer overflows to other offices or leave details for you to call them back.

### Better Business Analysis

With CyReport™ integrated with CyQ™ powerful reports can be obtained of your business traffic and the resources you have to see that business service targets are being achieved. By a well designed queue and call routing plan you can analyse important information on your customer traffic. Furthermore information from the CyQ™ Agents reports helps the business manage staff performance and costs.

### Low Cost

CyQ™ offers a range of pricing options to suit our customer's budgets.

## Overview

CyTrack® CyQ™ is an Inbound Call and Queue Management system designed to offer very powerful features but simple administration. CyQ™ offers powerful Skills Based Routing and Automatic Call Distribution with variable Announcement Management options that provide your business with state-of-the-art Call Centre Technology.

CyTrack® CyPhone™ agents log in and our of CyQ™ and all the data from queues, traffic and agents is logged and reported on by CyReport™ providing a powerful and integrated solution that can grow with you. To add additional agents you only need to purchase CyPhone™ agent licenses - and if you have staff using CyPhone™ already they can be easily administered into the Call Centre or Call Group.

### CyQ™ Real Time Manager Screen—Showing Queue and Agent Status and Activities

Queue	Ag:	In:	Busy:	Brk:	Calls:	Max:	Avg:	DMax:
Support	Ag:3	In:0	Busy:0	Brk:0	Calls:0	Max:0	Avg:0	DMax:0
Sales	Ag:5	In:2	Busy:0	Brk:1	Calls:0	Max:0	Avg:0	DMax:0
Daniel Gallagher				Logged Out				
John Murrell				Logged In				27/04/2004 9:09:22 AM
Nick				Break Active				On Priority Tasks
Sea				Logged Out				
Tai				Logged Out				
Priority Overflow	Ag:2	In:1	Busy:0	Brk:0	Calls:0	Max:0	Avg:0	DMax:0
Overflow to QLD	Ag:0	In:0	Busy:0	Brk:0	Calls:0	Max:0	Avg:0	DMax:0
Demo Queue	Ag:0	In:0	Busy:0	Brk:0	Calls:0	Max:0	Avg:0	DMax:0

## Call Centre Manager Screen

The CyQ™ Manager Screen provides an advanced real time screen of all queue and agent activity. The Manager can force agents on and off breaks centrally - as well as changing agents between queues and all administration of the system centrally

## Agent Computer Telephony Integration

CyQ™ Agents use CyPhone™ as their on-screen computer telephone integration queue management tool. Agents can answer calls, select break types and also easily transfer calls to colleagues and/or other queues. Further details on CyPhone™ is available on the CyPhone™ Brochure.

## 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

CyQ™ is based on 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.

Queue changes and announcements can be carried out live with immediate effect.

### 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. Cy-Phone™ Break Types and Agent Productivity reports can also be provided by CyReport™ our optional Call Reporting Package.

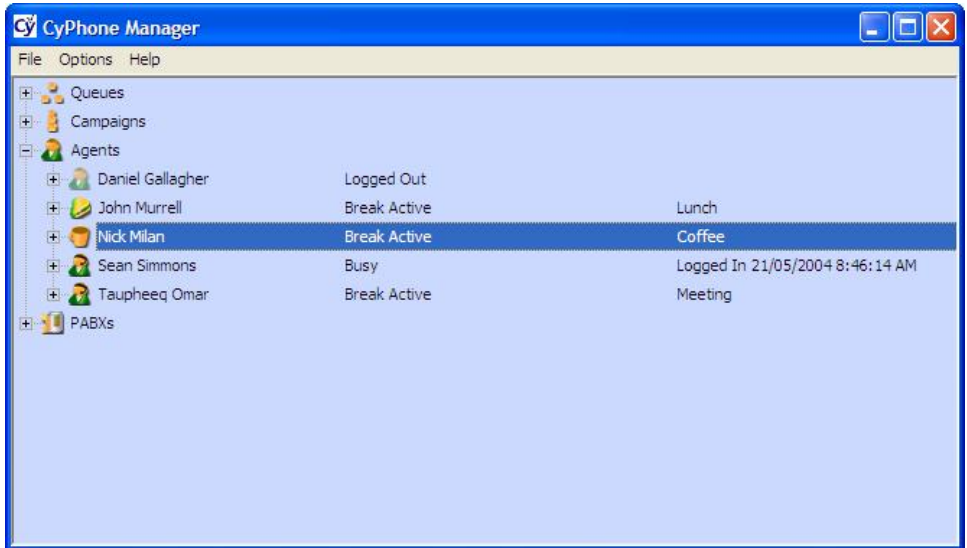
### CyPhone™ Desktop

We cant show you everything here—you need to see it for real, but the Cy-Phone™ 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.

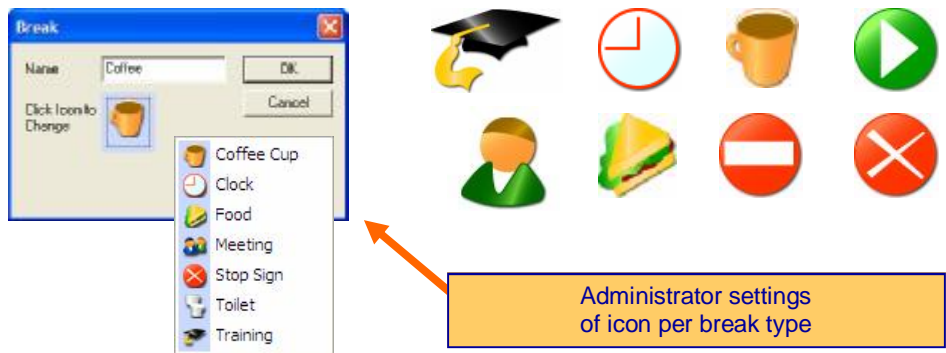
The tabs allow simple management to review calls made, missed or to call up a redial list to return calls. At any time you can just right click on a number and add it to your own speed dial list.

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

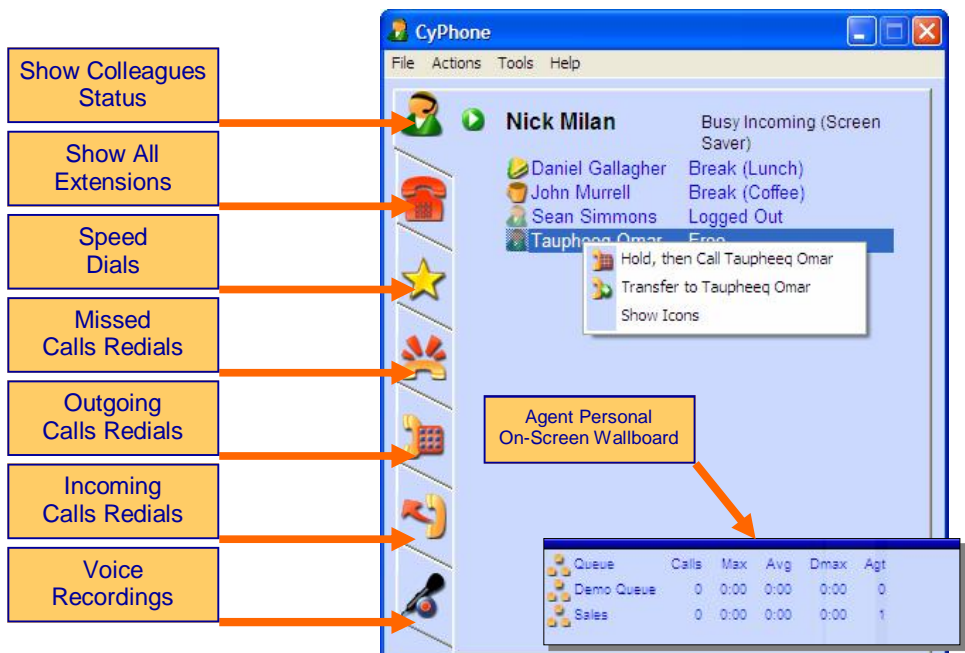


### CyPhone™ Agent Status—Simple Graphical Break Statuses



Administrator settings of icon per break type

### CyPhone™ Agent personal Real Time Screen—Showing Status and Activities



## Features

### System Features

Uses CyPhone as CyQ™ Agents  
 Uses CyReport™ as Queue and Agent Reporting  
 Uniform Call Distribution (UCD)  
 Automatic Call Distribution (ACD)  
 Skills Based Routing (SBR)  
 Call distribution by - DNIS  
 Call distribution by - CLI  
 Call distribution by - IVR  
 Priority Queuing  
 Caller Direct routing  
 Group priority level  
 Overflow Routing

### Agent features

Agent Log-In/Out Onscreen  
 Run from toolbar or full screen (full screen shown)  
 Customer Screen Pop Details \*  
 Queue Name Shown on Agent Screen  
 Agent Soft Wallboard On-Screen  
 Optional Pop Call Script by Queue  
 Agent Call Type Wrap Up Codes \*  
 Agent Break Codes  
 Auto Agent Absent Select

### Administration Features

Queue Administration Interface  
 All Queues Activity Real Time Screen  
 All Agents Activity Real Time Screen  
 Queue Announcements Manager  
 Agent Features Manager  
 Queue Overflow Management  
 Queue Schedule for Auto Able/Disable  
 Log Agents into new queues - re assign while live  
 Forced Agent Ready/Break Control

## Functionality

Queue Management and Announcement Control When no agents are available CyQ™ will take the call and provide the caller with specific announcements per queue that you have recorded. Options include queue position and average wait time messages and each queue can have a separate set of parameters and settings. You control the time between announcements and how long the message is.

## Automatic Call Distribution

CyQ™ will always be looking for the agent who has least been on the telephone since the last call therefore evenly distributing the calls amongst your staff.

## Skills Based Routing

Multi-level unlimited skills sets can be created and a rating system for each skill applied. Agents are then allocated the applicable skills to their role and then rated on scales you determine. Queues can then be administered to route callers to those agents that have the right and minimum skills levels. Agents with lower skill levels will not get a call unless the higher rated agents become busy.

## Skills Based Routing Agent and Queue Work Rate Allocation and Routing



## Break Management and Workflow Adherence

You can create an unlimited number of break types in CyQ™. Agents select a break type to temporarily stop calls coming to their desktop and also show their status to the administrator and all other agents. A range of reports allows the call centre manager to analyse the amount of breaks and types taken. Certain automatic features are available as well - if an agent leaves their desk without going on a break - CyQ™ will take the call back to the queue and automatically put that agent on a special reportable break type.

## Completion Codes

Codes can be entered and enforced to the agent after every call is completed for entry. These completion codes can then allow a detailed analysis of call traffic and results.

## Queue Scheduling

Calls can be setup and allocated start and end times on a 7 day per week basis for automatically changing queue patterns and routes and agents.

## Administration Features

Move Agents between queues in real time

Force Log in Agents to Queues if they need to be added to a new queue

Optional Queue Scheduling for Auto Able/Disable pre set queue configurations

Assign optional forced completion codes for reporting on agent call analysis

Assign optional overflows—Overflows can be based on calls, agents ratio, time etc.

Overflows can be to another queue, another site, voice mail, specific extension and more

Set Queue Announcements—Administer and record customer messages; Announcement Options - Queue Position, Average Wait Time, Message only.

Select Queue Options Management for caller redirect – eg press 1 to leave a message or request a call-back

Set On-Screen Queue Stats for each Agent and Manage appearance of onscreen wallboard do display at all times or only as required eg when queue is busy.

## Agent Wallboard

Each agent has available an onscreen wallboard showing how many other agents are available and ready in the queue, number of callers in the queue with maximum and average waiting times.

## Call Centre Manager Screen

The CyQ™ Manager Screen provides an advanced real time screen of all queue and agent activity. The Manager can force agents on and off breaks centrally - as well as changing agents between queues and all administration of the system centrally.

## CyQ™ Simple and Powerful Queue Overflow and Routing Control



## Advanced Overflow Control

A range of very flexible overflow controls are available in a simple interface - based on agent availability, agent to call ratio, number of callers in queue and/or time in queue, the caller can be routed to another queue, other number or office, device or person

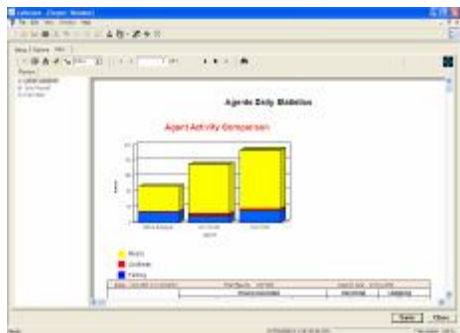
## Advanced Queue Routing Options

The CyQ™ Manager can provide optional in-queue routing options to callers allowing to choose to select other call route options or leave a request for a call back by an agent—all without the caller losing their position in the queue.

## Integrated Reporting and Billing with CyReport™

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

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



## Outbound Call Blending Call Centre Functionality Modules

CyQ™ can be integrated with CyCall™ the CyTrack Outbound Tele-Marketing Module to provide a full call blending environment of priority based in and out call management.



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

- Computer Telephony Integration (CTI)**
- Telephone Call Accounting**
- Advanced Reporting, Analysis and Billing**
- Inbound ACD Call Routing & Queue Management**
- Outbound Tele-Marketing Management**
- Voice Recording**
- Complete Call Centre Solutions**
- Serviced Office & Service Bureau Solutions**
- Unified Voice and Fax Messaging**

