

CyTrack

TECHNOLOGIES



CyChat™
Instant Message Web Chat Module



**Unified Communications
Contact Centre Technologies
& Business Intelligence**

www.cytrack.com

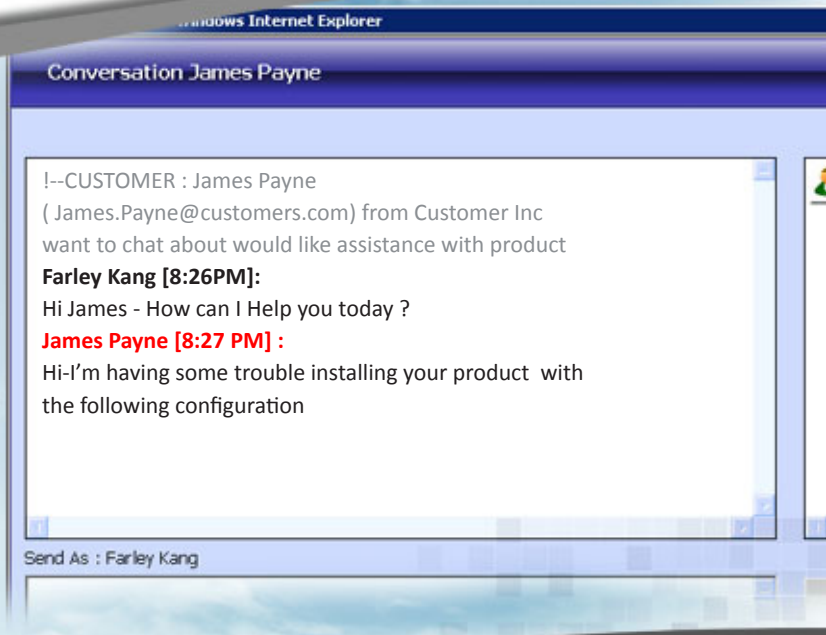
CyTrack® CyChat™

Instant Message Web Chat Module

Provide your customers with the superlative service by enabling Web Chat Instant Messaging and link your website to your sales and support teams.

Offer your customers and partners an easy way to get instant access to your team via Web Chat Instant Messaging.

CyChat can be sold stand-alone and integrate with your customer database or CRM for enhancing Web Chat into your customer service mix, and/or integrated with our CyQ solution for agent Multi-Media Call Centre functionality.



Key Business Benefits

- o Quick and easy communication between your employees and teams within your business
- o Increase Profitability by Tracking & Controlling Telecom Cost
- o Gives your clients instant communication with your internal teams, meaning better customer service
- o More Accountability due to Divisional Cost Allocation
- o Instant sales leads for your business when a visitor initiates a web chat request from your website
- o Better first impressions of your business when new and existing clients get answered quickly and efficiently

Main Features

- o Use CyChat as a stand-alone web chat and instant messaging module for your business
- o Integrates with most CRM packages (requires CyDesk)
- o Integrate CyChat with our CyQ solution for full Multi-media Call Centre functionality
- o Route different customer initiated web chat request to specific teams like sales, support & accounts
- o Direct the web chat request to our CyChat web based desktop client
- o One-on-One or multi-party chat
- o Transfer current chat or web chat requests onto your other colleagues quickly and easily

CyChat Features Overview

Use CyChat as a stand-alone web chat and instant message module

Let your team communicate quickly and easily with CyChat as your internal instant messaging module. Forgot about your employees having to leave their desk to talk to another colleague or department, now they can easily send a chat request one or many fellow employees and chat about their business until their hearts content. No need to tie up the phone, a meeting room or having to organise a conference call, now they can do it all from the comfort of their own desk. This is a great tool especially for remote users and remote offices.

CyChat integration with our CyQ solution for full Multi-media Call Centre functionality

There are multitudes of ways a new or prospective client can contact your business. Whether it's via phone, SMS, email or fax, these days, your website is the first point of contact for interested parties. Never miss another opportunity with CyChat integration into our already feature rich CyQ Multi-Media Call Centre solution. Let a client contact you quickly and easily by logging a CyChat web chat request into your inbound multi-media queue. The next available agent will receive the request and immediately start chatting with your client or opportunity. It's that easy.

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Route web chat requests to the correct teams and individuals

We've already discussed the ease of a client initiating a web chat request through your website and our CyQ solution; now ensure it goes to the correct department and even team member!

As a business you may have web chat requests for your sales team and web chat requests for your technical services department.

With our CyQ routing engine, we will guarantee that if the person initiating the request wants to talk to a sales team member, they will, or if they have a support issue, it will be a support team member on the other end. Simple!

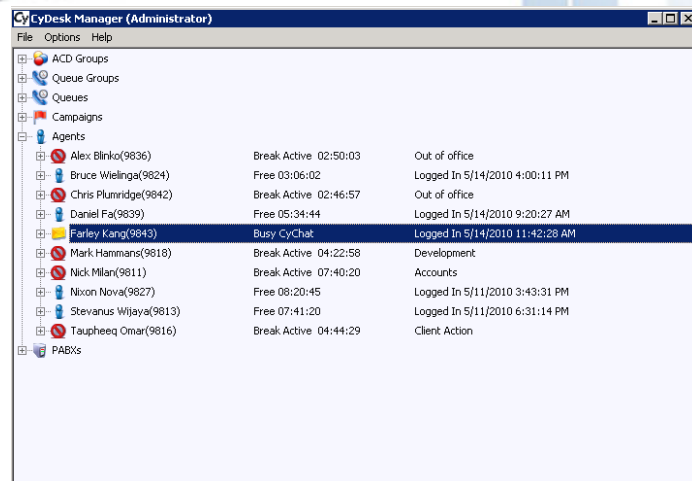


One-on-One or Multi-Party chat

Whether you want to chat with one of your colleagues or a group of them, CyChat lets you have that private chat or a Multi-Party chat as a group.

Need some input from another team member currently not involved in the chat? Easy, just use the 'Invite' feature to get them involved straight away.

Also, with our powerful CyDesk presence functionality, you will see whether or not that invitee is available to join your chat session.



Transfer current or web chat request to others

Do you require your current chat session or web chat request to be passed on to another colleague for further investigation or outside input? with our CyChat 'Transfer' feature, this is a simple task of finding the agent required to take the request, ensuring they're available via our presence functionality and off it goes.

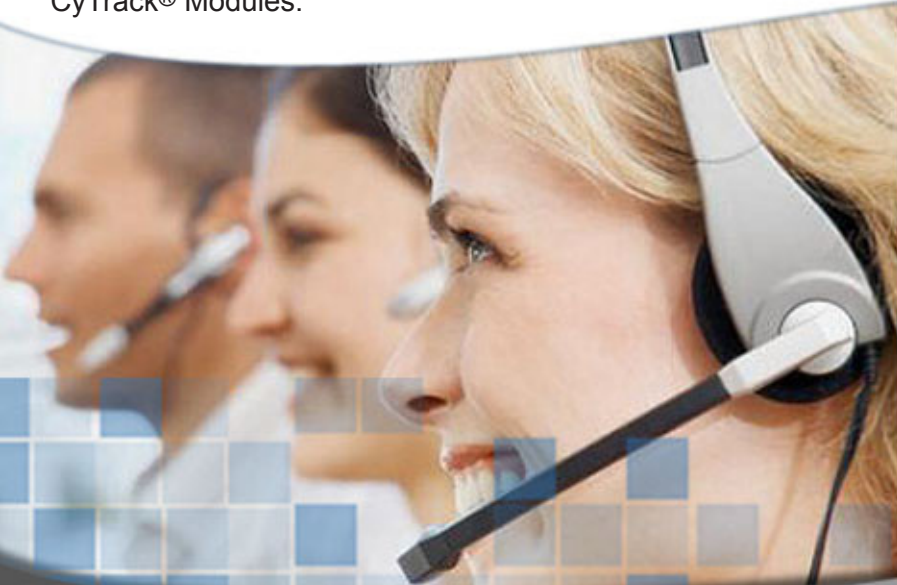
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The Telephone is still one of our most used business tools and yet is vastly under utilised and under exploited given the technologies available today in Computer Telephony Integration (CTI) Call Centre Applications and the Internet.

The CyTrack Suite of Unified Communications Products are designed to deliver the business benefits and functionalities that integrating Computers, Telephones and the Internet can provide.

CyTrack® Technologies create powerful and versatile software applications that deliver advanced functionality, providing you with a business edge. Our products are modular and can be expanded and upgraded with other CyTrack® Modules.



Related CyTrack Modules

- o CyDesk™ Unified Communications & CTI
- o CyConsole™ Unified Communications for Front Desk Operators
- o CyRecord™ Integrated & Flexible Voice Recording
- o CyQ™ Multi-Media Super Highway Inbound Call Centre
- o CyCall™ Multi-Media Outbound & Tele-Marketing Call Centre
- o CyReport™ Call Accounting & Business Intelligence Reporting

Providing

- o Computer Telephony Integration (CTI)
- o Telephony to CRM Integration
- o Front Desk Operation
- o Voice Recording
- o Telephone Call Accounting & Billing
- o ACD Reporting
- o Inbound Call Centre Routing & Queue Management
- o Outbound Call Centre Tele-Marketing Management
- o Interactive Voice Response (IVR)

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