

CyTrack Intelligence Systems is a Gold Partner of Panasonic Solution Developer Network for Communication Products

Panasonic Solution Developer Network for Communication Products

Panasonic is offering a PBX partner program (Panasonic Solution Developer Network for Communication Products) to offer integration between Panasonic PBX and 3rd party vendor applications. For the software vendors registered in the program, Panasonic provides the latest technical specification and support to our partners interoperability testing. The 3rd party vendor successfully tested the software product stated in this solution brochure, in accordance with the 'self-test' specification provided by Panasonic. Each application supporting the PBXs are listed here http://panasonic.net/pcc/products/pbx/solutions/3rdparty_program/



CYREPORT ACD Business Intelligence Reporting



CyReport ACD — 'What gets measured gets managed'— Powerful ACD Business Reporting

Deliver Information Powerfully—how you choose

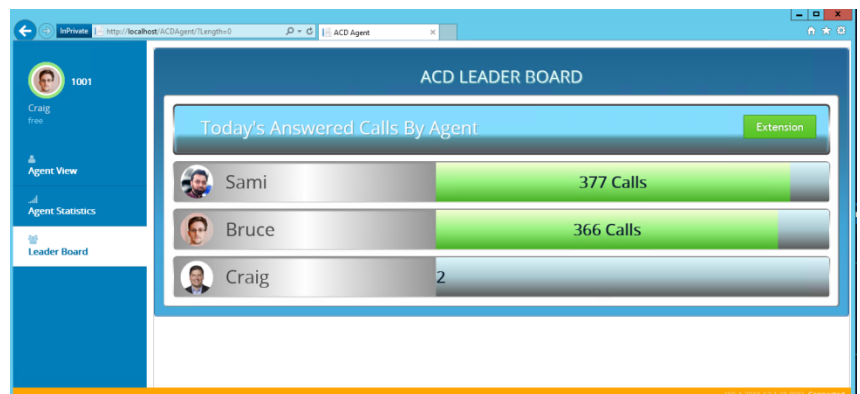


Agent portal for real-time Presence and real-time Personal Statistics

- Review real-time information and know the availability of your colleagues at all times
- Provides real-time ACD Agent status and history in one screen
- Real-time ticker tape
- Real-time ACD Group statistics
- Range of report services
 - o Idle
 - o Busy
 - o ACD wrap-up
 - o Break
 - o Logged out

ACD Leaderboards

- Gamify your call centre experience!
See your team go head to head on key leaderboard KPI's
- Motivate and reward the team members that Shine
- Compare your position to colleagues



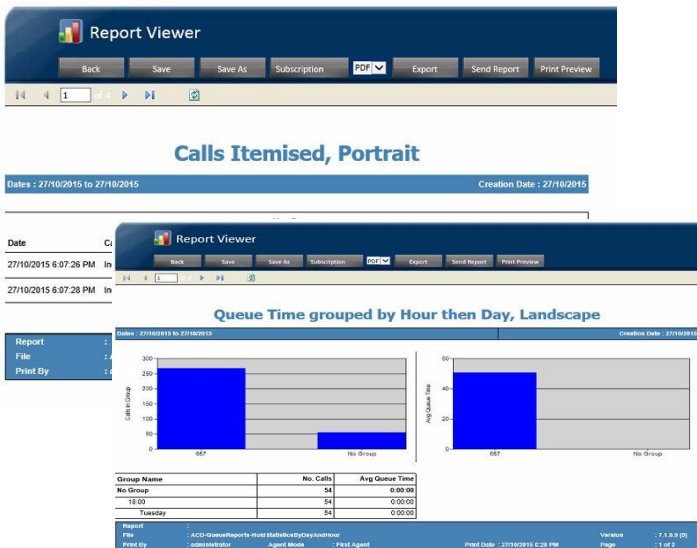
Dashboard Features

- Real-time statistics at a glance
- Set targets or thresholds and be alerted of statistical changes by playing a sound, changing a colour, by email and/or SMS
- User configurable
- Desktop or Web browser- based for operation anywhere
- Create unlimited profiles/layouts
- Multiple graphs - Figure, Grid, Bar, Pie, Speedo
- Ticker tape with configurable settings for team messages
- Can be configured to integrate with external databases for additional data presentation



Powerful Reporting Feature

CyTrack CyReport ACD™ utilises a powerful SQL database and browser based user interface, to deliver reporting information via over 140 intelligent reports. Reports may be set to be emailed automatically on your own schedules and delivered directly to your email, or run ad-hoc reports and create your own filters for deep analysis of your business and team performance.



- Measure and improve staff efficiency, productivity & customer service
- Increase profitability by tracking & controlling costs
- More accountability due to divisional cost allocation
- Better KPI management leading to enhanced Contact Centre service levels

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Panasonic Solution Developer Network
for Communication Products

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