



Scope of Service and Service Engagement CyReport Analytics

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1. Overview

This document is designed to identify the scope of service and engagement included for Cytrack's internal professional services team to setup and configure CyReport Analytics, within our deploy and train fee.

1.1. Scope

This document includes deployment services and service engagement for Cytrack CyReport Analytics Solution.

2. Scope of Deployment Service and Engagement

2.1. In scope

- Setup reporting for up to 2 Auto Attendants with a day and night mode more than 2 will incur additional charges
- Setup reporting for up to 5 Call Queues - more than 5 will incur additional charges
- Setup up to 2 Dashboards using inbuilt templates - more than 2 will incur additional charges
 - Includes 2 Dashboards optionally configured into slide transitions.
 - Includes up to 10 statistical items in design (see sections 4 below)– additional items will incur additional charges.
 - Custom queries will be quoted on case by case according to the customer requirements and database type
- Solution testing
- Product training – via online e-learning portal. One on one or advanced training incurs extra charges
- Project management of service delivery

2.2. Out of scope

- Configuring web browser on users PCs Customer Network configuration

3. CyReport Design In-Scope Statistics

Reports supported in standard installation scope: Up to 2 summary reports and 2 Itemised reports from below list will be customised – additional items will incur additional charges and any custom statistics will be quoted according to scope and complexity.

Queue stat:

Queue Name

Total Calls

Average Call Duration

Average Queue Times

Abandoned Calls

Answered Calls

Voicemail Calls

Call Result

Caller ID

Agent Name

Agent stat:

Agent Name

Total Calls

Incoming Calls

Outgoing Calls

Internal Calls

Queues Calls

Answered

Unanswered

Voicemail

Average Ring Time

Queue Name

4. Dashboard Design In-Scope Statistics

Dashboard Statistics Supported in standard installation scope:

Up to 10 items from below list – will incur additional charges and any custom statistics will be quoted according to scope and complexity.

Queue stat:

Queue Name

Total Calls

Total Duration

Queue Duration

Call Answered

% Queue Call Answered

% Queue Call Unanswered

Queue Call Quality

Agent stat:

Agent Name

Talk Time

Total Calls

Answered Calls

Unanswered Calls

Stats can be filtered per queue

5. Scope of After Sales Service and Engagement

Please refer to the [Cytrack Professional Services Document](#) from this link.