Scope of Service and Service Engagement
CyReport Analytics for Teams

Contents

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 for Teams, within our deploy and train fee.

1.1.   Scope

This document includes deployment services and service engagement for CyTrack CyReport Analytics for Teams 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

- Installation of Cytrack app to Microsoft Teams (Installed from the Microsoft Appsource/Teams Store – instructions are provided)
- 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 Itemized reports from below list will be customized – 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 – incur additional charges 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.