cytrack.io

Deployment Guide
Cytrack Calling for Microsoft Teams
Communication Solutions Tailored for Microsoft Teams

Get Started with Cytrack Calling for Microsoft Teams

Learn more about Cytrack's calling solutions

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Comprehensive Calling Solution for Microsoft Teams

easy-to-deploy communication solution within Microsoft Teams. It provides insights into call quality, agent performance, and usage analytics while delivering high-quality voice services, enabling efficient collaboration across your organisation. This guide is an essential resource for partners who wish to manage deployment, subscription setup, and user training services.
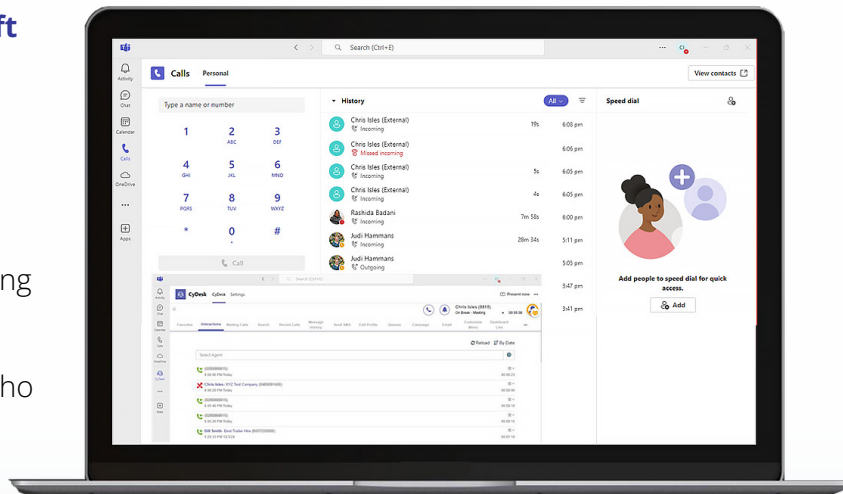
Alongside online tutorials and detailed guides, Cytrack also offers advanced partner training sessions for seamless onboarding.

Contact **sales@cytrack.io** to book an advanced partner training session.

Deployment Guidance for Partners & IT Admins:

- Access the **Cytrack for Teams Online** Guide for detailed deployment instructions.
- Learn how to select the plan that is right for you.

Deployment guidance for Teams users

- Access **Cytrack for Teams Training Materials** and How-To Guides.

Contact sales@cytrack.io to partner with Cytrack

Visit Cytrack for Teams for more information

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Cytrack Calling for Microsoft Teams
Seamless Calling Solutions for Modern Businesses

This guide lists the contact information and steps to access support with Cytrack for Cytrack Calling for Teams.

Sales & Partner Support

sales@cytrack.io | Tel +611300298722

Technical Support

support@cytrack.io | Tel +61755539800

Visit Cytrack for Teams for more information

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FAQ

Q: Where can IT-Admins and End-Users of Microsoft Teams get customer support

A: https://support.cytrack.com

Q: What SLA do we have for responding raised issues via our support channel?

A: Cytrack will use best endeavours to provide the above services in accordance with the following time frames:

Severity	Definition	First response	Workaround time	Resolution target
Critical	Problems that are directly related to the inability to perform a business critical function of the Cytrack product. Cases designated as critical receive the highest escalation, increased visibility and review by the Customer Service Manager until resolution. Notification alerts are provided at regular intervals to all interested parties. Once a workaround is made available, the issue severity becomes 'High'.	Within 2 Hours[1]	As immediate as possible. This requires immediate corrective action or a workaround to be implemented.[1]	3 business days.[2]
High	Problems that result in a major degradation of the system or service functionality and the issue affects client business operations, such as the voice recording. The redundancy system or a suitable work around will be designated as High receive increased visibility and review by the customer.	Within 4 Hours[1]	Within 4 hours of response. This requires corrective action or a workaround to be implemented.[1]	30 business days.[2]
Routine	Problems that, while the software remains usable, result in a loss of system functionality that is not immediately critical to business operations, and/or do not significantly impair the functioning of the system. These problems are tolerable during system use.	Same or Next Business Day	N/A unless advised otherwise.	30-60 business days.[2]

The time frames set out above are subject to the following:
[1]a) in relation to Response Times, the case must be lodged to support@Cytrack.com or entered via the online support portal, and the response provided will be issuance of a case number;
[1]b) follow-up will be dependent on nature of issue, access to site and time of day and time zone;
[2]a) Cytrack® is not responsible for resolutions that are dependent on cooperation by any third party such as PBX manufacturer, CRM or 3rd party developer or IT issues; and
[2]b) for resolutions requiring a software update Cytrack® will use best endeavours to deliver a "workaround" solution in 3-30 Business Days, and a fully tested solution in 90 Business Days.

Q: What is the escalation process for end-users to get faster response and resolution for their issues/queries?

A: If the issue is critical the support portal allows for an issue to be rated as critical and in this case the support ticket is escalated to the Cytrack support desk management by email and SMS.