

Deployment Guide

Cytrack CyCX

Contact Center Solutions for Microsoft Team

Get Started with CYCX for Microsoft Teams

Learn more about CYCX details and explore the experience on AppSource.

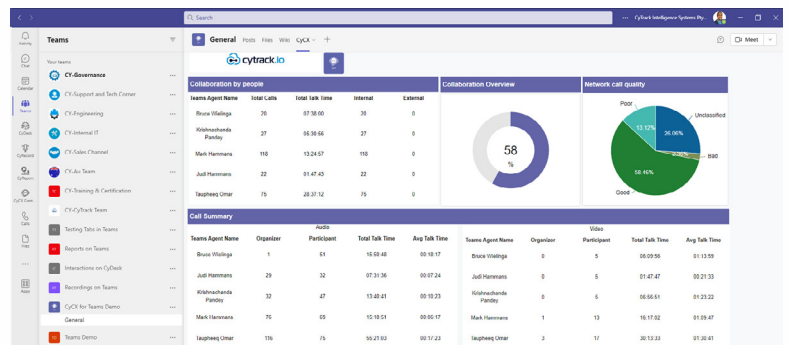


Comprehensive Contact Center Solution for Microsoft Teams

CYCX is designed for business users seeking a robust, easy-to-use contact center solution. It offers insights into your customer interactions, agent performance, call queues, call quality, communication costs, and much more, all within Microsoft Teams.

This guide provides valuable information for partners who wish to offer deployment, setup, and training services. While comprehensive guides and videos are available online, we also offer advanced online training sessions for partners.

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



Deployment Guidance for Partners & IT Admins:

- View the [CYCX for Teams Online User Guide](#) for a detailed walkthrough.
- Learn how to subscribe via [Microsoft Marketplace](#).

Deployment guidance for Teams users

- [How to subscribe via Microsoft Marketplace](#)
- Access CYCX for Teams Training and How-To articles.



Contact sales@cytrack.io to partner with Cytrack
Visit [Cytrack for Teams](#) for more information

Cytrack CyCX

Comprehensive Contact Center Solution

for Microsoft Teams



This guide lists the contact information and steps to access support with Cytrack for CyCX 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:

¹a) 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;

¹b) follow-up will be dependent on nature of issue, access to site and time of day and time zone;

²a) 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

²b) 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.