Real-Time

Visualizer

Reports

Replay

Desktop

DisplayCentral

Contact

Call management for the contact center

taske.com

TASKE Contact

Right now, you should see what's happening.

Your contact center is an important part of your business. In many cases, customers' impressions of your business are formed solely based on their interaction with your agents.

Now that you've made a significant investment in your call center by purchasing a telephone system, take the next step and provide the tools to increase your customers' successful interactions with your contact center.

TASKE Contact, an intelligent call reporting solution for call centers, lets you view call activity in real-time, generate call activity reports, and view a customer's call experience from start to finish. With TASKE Contact, you have the tools to gain insight into your organization's call service levels, ensuring that your customers receive timely information and professional assistance from your contact center.

A complete solution.

- Management Reporting
- Custom Analytics
- Cradle-to-Grave Analysis
- Replay for Call Centers
- CRM Integration
- Workforce Management Integration
- Large Screen Display
- Desktop Display
- Real-Time Monitoring

Real-Time   Replay

Visualizer   Desktop

Reports   DisplayCentral

The benefits and return on investment **TASKE Contact** can bring to an organization are easily identified:

Real-Time

See what's happening right now and what has happened so far today

Visualizer

Perform complex call record searches with ease

Replay

Up-to-the-second accurate historical playback of any call, anytime

Reports

Enhance customer service and maintain service level targets

DisplayCentral

Create and display big-picture messaging to inform and motivate the call center

Desktop

Employees can monitor conditions on their own computers

Contact has you covered.

> Real-time view of agent activity, including inbound, outbound and extension-to-extension calls

> Management reporting on call activity

> Adjustable replay of call activity to determine why specific events occurred

> Powerful call search tools with cradle-to-grave analysis of calls, including hold times and transfers

> Web-based interface for global access

> Easy forecasting using historical data

> Investigate resource activities to improve performance on a daily basis

> Track performance of key statistics such as service level targets

> Works with multiple vendors' telephone system platforms for multi-site monitoring and reporting

> Integrates with innovative partner solutions for workforce management

TASKE Contact is Intelligent Call Management for Call Centers

taske.com

Real-Time

Up-to-the-second views into your business.
We should call it Big Time. Really.

Everything happens in real time.
Why should your business be any different?

TASKE Real-time provides invaluable up-to-the-second views – giving you insight into unforeseen issues before they become unmanageable situations.

> Employees see what's going on 'right now'

> Improve customer service by reducing wait time

> Monitor key factors such as resource availability, abandoned calls, answered calls and average talk time

> Review what has happened so far today

> Empower supervisors to make decisions

You need to know.

You need to see what's going on right now in your business so that you can be confident that your callers are receiving the attention they deserve–in a timely fashion. Real-time allows you to keep an eye on call traffic, so you can assess if calls are being handled appropriately by your employees. Key Performance Indicators (KPIs) enable you to set targets and alert you when things are slipping. After all, the key to keeping your customers is keeping your customers *happy*.

Real-Time
At-a-glance

Gain clearer visibility into your organization's call activity - as-it-happens.

You can:

Monitor and investigate problems at the same time

Quickly see who is working and who is not

Track resource states: Idle, on a call, on hold, unavailable, working and logged out

See, at-a-glance, what an employee has done so far today

Be alerted when key metrics do not meet specified thresholds

Display data about calls waiting as they happen

Access TASKE Visualizer to quickly see the events of the current call

· ·

As-it-happens, right now.

That's
TASKE Real-Time.

Benefits of Real-Time

As-it-happens data

› Evaluate performance levels

› Make educated decisions on when to take breaks

› Fix problems before they start by seeing what needs to be done and doing it

Benefits for call centers

› Tailor the interface to highlight critical Key Performance Indicators (KPIs) and statistics

› Remain aware of how many calls are waiting in queue - and for how long

› Use alarms to alert when a threshold is exceeded

› Add audible alarms to alert you even when the application is in the background
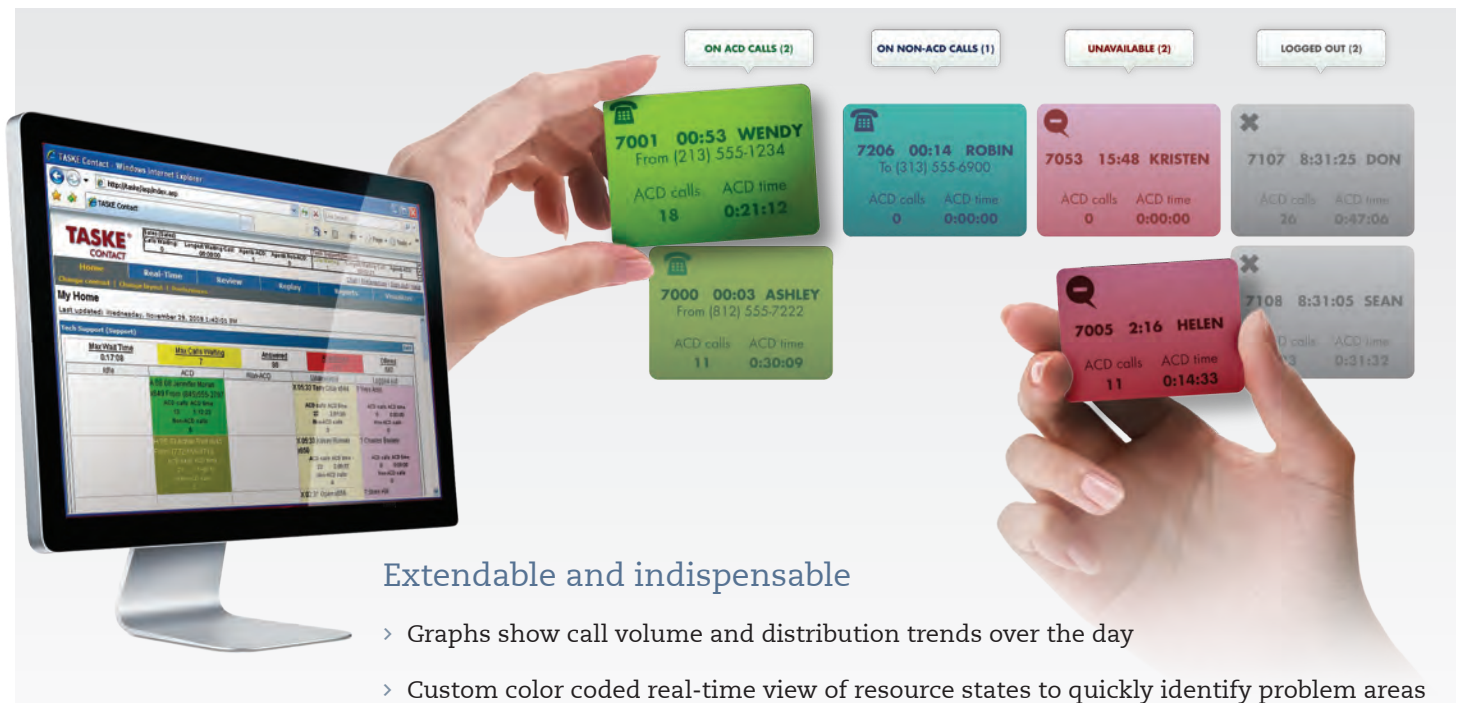
Extendable and indispensable

› Graphs show call volume and distribution trends over the day

› Custom color coded real-time view of resource states to quickly identify problem areas

› Monitor call activity on your trunks

› View today's statistics as a group or on an individual basis

› Available through the web so you can manage remotely

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Available as part of these TASKE Software Suites:

⊸Contact

› **Real-Time**
Visualizer
Reports
Replay
Desktop
DisplayCentral

⊸Essential

› **Real-Time**
Visualizer
Reports

TASKE Real-Time › As-it-happens views into your business

taske.com

Visualizer

Unparalleled visibility into your call center.
Seeing is believing. Really.

We call it cradle-to-grave reporting.
You'll call it the best thing since sliced bread.

TASKE Visualizer is a cradle-to-grave call reporting tool that provides an invaluable resource for call analysis and tracking. Users can quickly identify problem calls by using its in-depth search and filtering capabilities.

> › Cradle-to-grave view of every inbound, outbound and extension-to-extension call
>
> › Perform call record searches with ease
>
> › Analyze calls promptly with a visual time line of every call
>
> › Detect fraud and misuse of phone systems
>
> › Improve customer service by monitoring how calls are handled

Every call can be dissected and tracked within your telephone system… from when it entered to when it left.

Visualizer is a powerful search tool with an unmatched visual cradle-to-grave representation. Now you have the ability to respond and improve call center performance as well as your customer experience. Think of it as your all-seeing-eye from beyond the grave.

Visualizer
At-a-glance

Find answers, insight and uncover the concerns and issues that matter to your callers.

You can:

Simplify call management with powerful filters to find that elusive call

Improve customer service by viewing how each call is handled

See exactly who callers talk to and how long it took each step of the way

Detect fraud and misuse of phone systems

View call time lines to seamlessly analyze whether calls diverted from the expected path of service
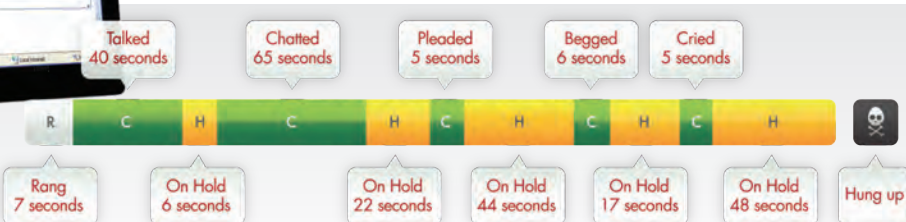
Calls from cradle-to-grave.

That's
TASKE Visualizer.

Easily perform call record searches and simplify call management with powerful filters

› Icons visually identify inbound, outbound or extension-to-extension
› Create filters to find call records using everyday language
› Save filters for reuse
› Filter based on:

Date	Call attribute *(was it held or transferred)*
Time	Telephone number
Duration	Resource participation *(which agent,*
Call type	*extension, queue or trunk)*

Talked 40 seconds   Chatted 65 seconds   Pleaded 5 seconds   Begged 6 seconds   Cried 5 seconds

R C H C H C H C H C H

Rang 7 seconds   On Hold 6 seconds   On Hold 22 seconds   On Hold 44 seconds   On Hold 17 seconds   On Hold 48 seconds   Hung up

Dramatization of call lifeline

Improve customer service by viewing how each call is handled

› Use as a training tool to improve handling techniques
› Provide a detailed call record to respond to complaints
› Salvage leads from abandoned calls to retain customers

Detect fraud and misuse of phone systems by monitoring call activity

› Quickly identify toll restriction or call fraud problems
› View the origin and destination of calls
› Track inappropriate telephone utilization
› Report on telephone system usage

View call time lines to seamlessly analyze calls quickly and easily from cradle to grave

› Cradle-to-grave view of every call including inbound, outbound, and extension-to-extension
› Each state of the call is represented in a variable time line allowing different call lengths to be viewed easily
› Access your customer interaction data anywhere, anytime, via a web-based interface

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› **Visualizer**	› **Visualizer**	Desktop
Reports	Reports	DisplayCentral
Replay		
Desktop		
DisplayCentral		

TASKE Visualizer › Cradle-to-grave Reporting

taske.com

Reports

The powerful, portable way to report on your performance. Really.

Enhancing customer service means looking deeper and looking smarter.

TASKE Reports offers a wide array of options for your call center reporting needs. With over 150 report templates, TASKE Reports provides the data needed to effectively manage your business.

> › Report on historical call activity
>
> › Manage costs with detailed resource utilization reports
>
> › Improve customer service by reviewing how calls are handled
>
> › Forecast future call volume based on your history; last week, last month or even last year
>
> › Access reports from anywhere via the Web

Real Data.

It's about performance. TASKE's in-depth reporting revolutionizes the way you review activity data. You can access "what happened/when" information, instantly view, print and send vital activity and performance data and identify concerns BEFORE they become problems.

Reporting
At-a-glance

Realize the power of comprehensive reporting providing detailed information on the business operations.

You can:

View call volumes and distributions in a daily, weekly, monthly or yearly summaries

Monitor trends over intervals as small as 15 minutes

Track key measures such as service levels and abandoned calls

Compare employees to identify high performers as well as those requiring additional training

Review marketing campaign successes

Analyze and predict future call volume based on historical patterns

Share key information with colleagues via email, exports or print-outs

Important data, your way.

That's **TASKE Reports**.

Benefits of TASKE Reports

Improve customer service

› Review how calls were handled to improve customer service levels

› Compare employee performance to identify high performers or those who may require additional training

› Salvage leads from abandoned calls to improve company image and generate more business

› Report on call and agent activity down to 15 minute intervals

› Track actual business performance against service level targets

Flexible and detailed reporting

› Historical reporting includes trunks, extensions, agents and queues

› View, email, schedule and print reports from the office, home or while travelling

› Print and email reports automatically on a custom schedule

› Export reports in many common formats such as Acrobat PDF or comma-separated values (CSV)

› User selectable reporting periods: daily, weekly and monthly
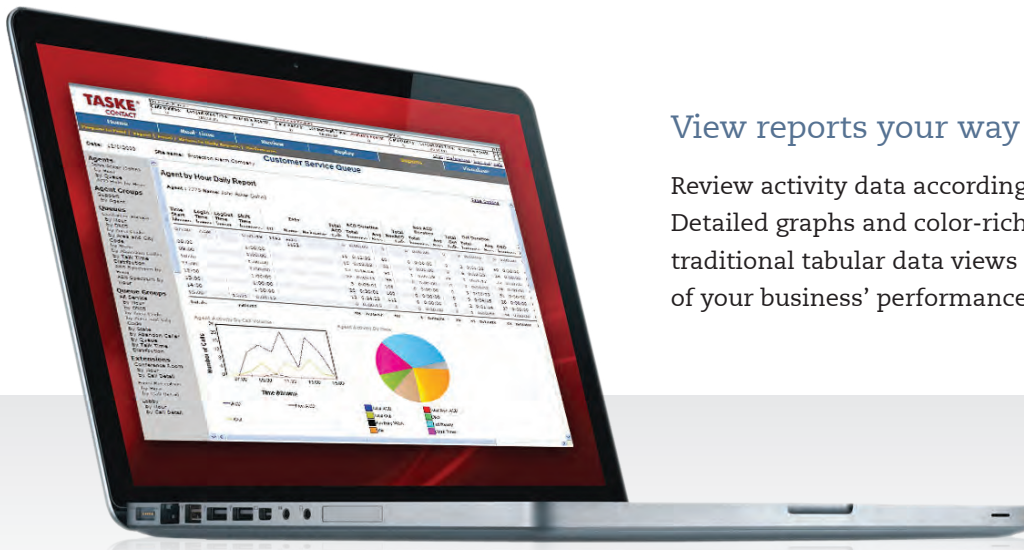
View reports your way

Review activity data according to your specifications. Detailed graphs and color-rich charts are combined with traditional tabular data views to offer a full-picture view of your business' performance.

TASKE TECHNOLOGY

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Essential
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› **Reports**

TASKE Reports   ›   Powerful, flexible, detailed information

taske.com

Desktop

Invaluable self-empowerment to stay on top of changing contact center conditions. Really.

All-seeing, all-knowing insight into your call center. Anywhere you want it.

TASKE Desktop is our Java™ application that provides anyone in your organization with real-time information on contact center status directly on their computer screen. Both agents and supervisors can monitor conditions in the call center as well as compare statistics between resources.

> Provide employees with access to real-time information

> Empower agents to make decisions

> Displays are completely customizable

> Increase employee efficiency

> Reduce call-time

Real-time and historical data from the comfort of your desktop.

Agents and supervisors can view real-time and historical data from their personal computers. With this handy information, employees stay up-to-date on performance levels, are unshackled to make educated decisions (for instance, when to take breaks), and remain informed of how many calls are waiting in the queue. Not enough? TASKE Desktop also includes an instant messaging service that allows users to collaborate with each other plus every user can customize the application based on their requirements of use.

Desktop
At-a-glance

Exceed your expectations from the comfort and familiarity of your own computer desktop.

You can:

Monitor call center activity and agent performance from a desktop client

View caller information in real-time

Be alerted when service objectives are not being met

Configure rules to manage the call center by performing actions based on the behavior in the call center
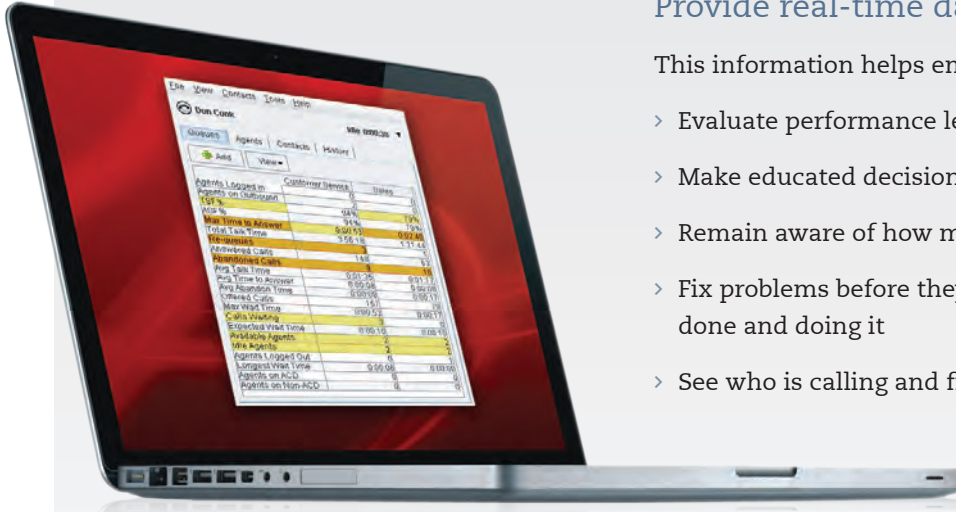
Limit agents and supervisors to only see statistics for those resources to which administrators give them permission

Access key data the way you want, when you want.

That's **TASKE Desktop**.

Benefits of Desktop

Provide real-time data to employee desktops

This information helps employees to:

› Evaluate performance levels

› Make educated decisions on when to take breaks

› Remain aware of how many calls are in the queue

› Fix problems before they start by seeing what needs to be done and doing it

› See who is calling and from where

Customize the application

Employees can customize the application to put all the information they need at their fingertips; thereby increasing efficiency and reducing call-time. Each user can:

› Tailor the application to show only the most critical statistics

› Use alarms to alert themselves of when a threshold is exceeded

› Assign actions to call events to save time e.g., Have the CRM database open whenever a customer calls

› Program notifications to appear when particular events take place e.g., Be notified when an agent logs-in

› Utilize the Dashboard view which docks to the screen edge to keep on top of Key Performance Indicators (KPIs) at a glance

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DisplayCentral

Real-time, as-it's-happening, centralized insight for the entire organization. Really.

Keep all eyes focused on the big picture - no matter how big you want it to be.

TASKE DisplayCentral makes sharing current information with the entire organization a breeze. Using a large screen display, whether it's a plasma, LCD or projector in your business, DisplayCentral integrates the real-time statistics that you want your team to focus on, with dynamic data from a wide range of business applications.

> Display real-time statistics

> Focus your team on the core business objectives

> Communicate to your team when they achieve their goals

> Easily design the display with minimal time investment

Motivate, alert and empower employees and stakeholders with real-time updates.

Design and customize this application with real-time statistics using elements such as alarms to highlight when service objectives are not being met. Enhance your internal data with external business data such as internet news feeds or any in-browser application.

DisplayCentral At-a-glance

Discover DisplayCentral's innovative and exciting alternative to traditional contact center wall signs.

You can:

Display real-time, feature-rich content pertinent to your business

Motivate employees to meet business goals

Communicate your real-time metrics

Garner attention with colorful threshold alarms, visuals and scrolling tickers

Incorporate data from external sources to give employees the big picture

. . . .

Stay current, together.

That's **TASKE DisplayCentral**.

Benefits of DisplayCentral

Typical live display for a call center

Minimize design time

Spend more time coaching employees and less time designing displays. A simple, intuitive, drag-and-drop user interface lets you quickly design, preview, save and run layouts.

Design your layout, your way

Choose as much or as little information as you need to display. Content automatically sizes to the space you've assigned.

Integrate external data

Display key business metrics from external, web-enabled applications in the same view as your business data. For example, include your order-taking application data.

Change views on the fly

Use different layouts based on rotating shifts. Make ad-hoc updates without stopping and restarting the display.

Customize for different audiences

Flexible licensing allows the display of targeted real-time data on different screens.

Keep service levels in check

Threshold alerts ensure everyone is aware when defined targets are not being met.

Display data dynamically

Grab attention using dynamic display capabilities, including scrolling tickers, sequencers and alarms.

Price and flexibility

The falling costs of plasma, LCD and projector technology make DisplayCentral cost-effective, and more powerful and flexible than traditional wall signs. DisplayCentral can run on the existing TASKE server, saving you additional hardware expenses.

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Take it to TASKE.

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