



Visualizer



Reports



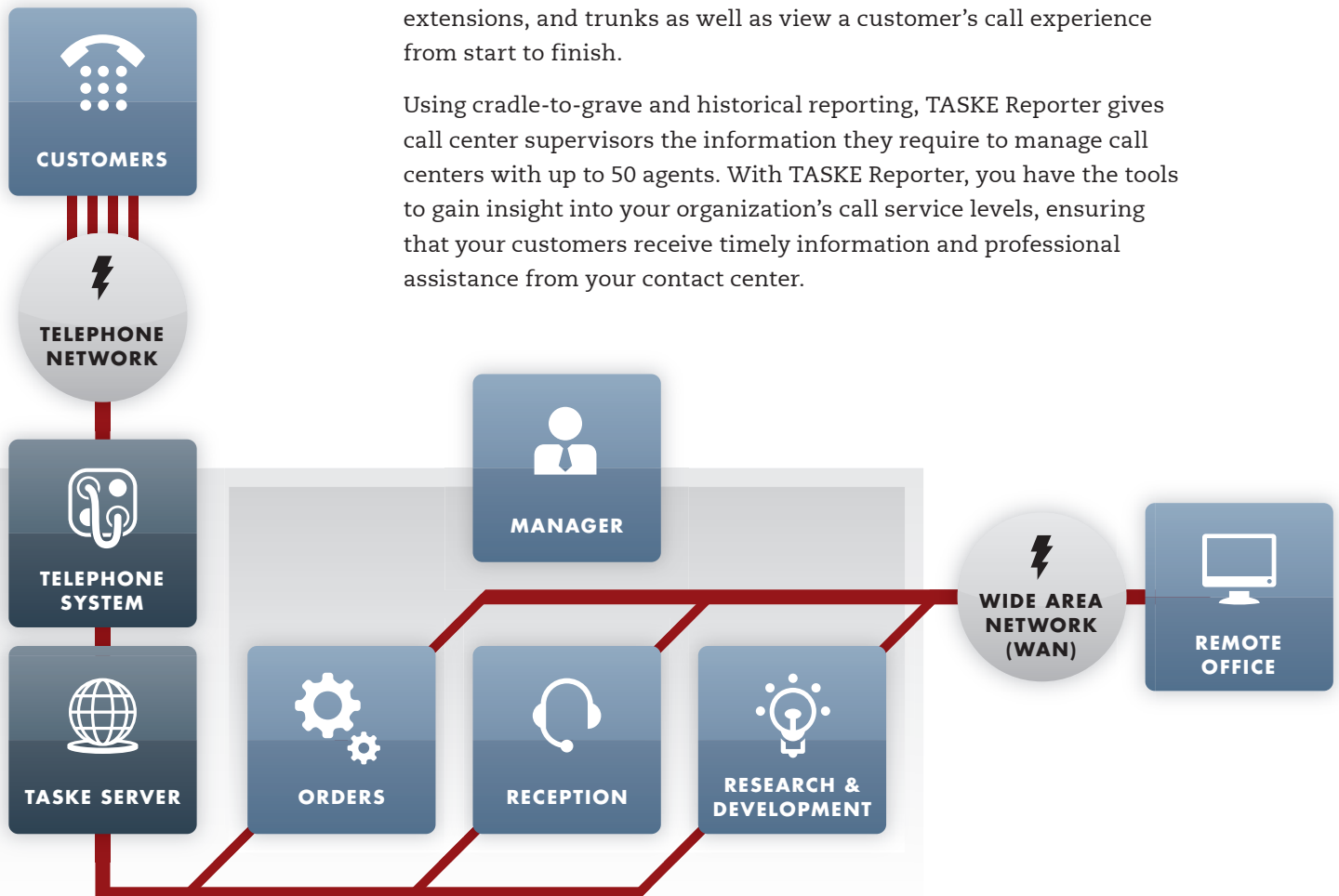
Reporter

Call reporting for the contact center

TASKE Reporter

Right now, you can report on your performance.

Sample integration of TASKE Reporter with your telephone system ▼



TASKE Reporter simplifies management of smaller contact centers.

TASKE Reporter includes the key features necessary to report on a contact center's performance. This web-based historical reporting product was designed for smaller businesses requiring key historical reporting. It provides the ability to report on individual agents, queues, extensions, and trunks as well as view a customer's call experience from start to finish.

Using cradle-to-grave and historical reporting, TASKE Reporter gives call center supervisors the information they require to manage call centers with up to 50 agents. With TASKE Reporter, 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.



Visualizer



Reports



Reporter At-a-glance

- › **Historical reports** on call activity for all inbound, outbound and extension-to-extension calls
- › **Powerful search tools** reduce the time taken to isolate a single call
- › **Cradle-to-grave** view provides a detailed visual time line of calls
- › **Web-based**; access from any Internet-enabled computer
- › **Reports** of resource activities enable you to improve performance on a daily basis
- › **Forecast reports** provide estimates of future call volumes

Real data, Right now.

- › Identify patterns of poor client experience
- › Monitor unattended telephones to identify and reduce misuse
- › Reduce toll fraud
- › Track effectiveness of marketing and advertising campaigns
- › Salvage leads from abandoned calls to improve company image and generate more business

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



Visualizer

Perform complex call record searches with ease



Reports

Enhance customer service and maintain service level targets

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

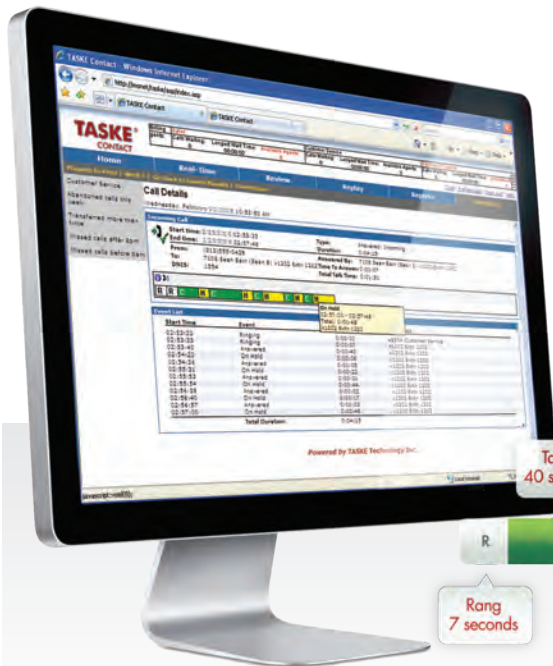
Detect fraud and misuse of phone systems

View call time lines to seamlessly analyze whether calls diverted from the expected path of service

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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 (<i>was it held or transferred</i>)
Time	Telephone number
Duration	Resource participation (<i>which agent, extension, queue or trunk</i>)
Call type	

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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Available as part of these TASKE Software Suites:

Contact

Real-Time
 › Visualizer

Reports
 Replay
 Desktop
 DisplayCentral

Essential

Real-Time
 › Visualizer

Reports

Visualizer

› Visualizer
 Desktop
 DisplayCentral

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

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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.



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Take it to TASKE.

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