

TASKE

Management Solutions



call management
for the enterprise
and contact center

TASKE Management Solutions

improve business performance, services and profitability.

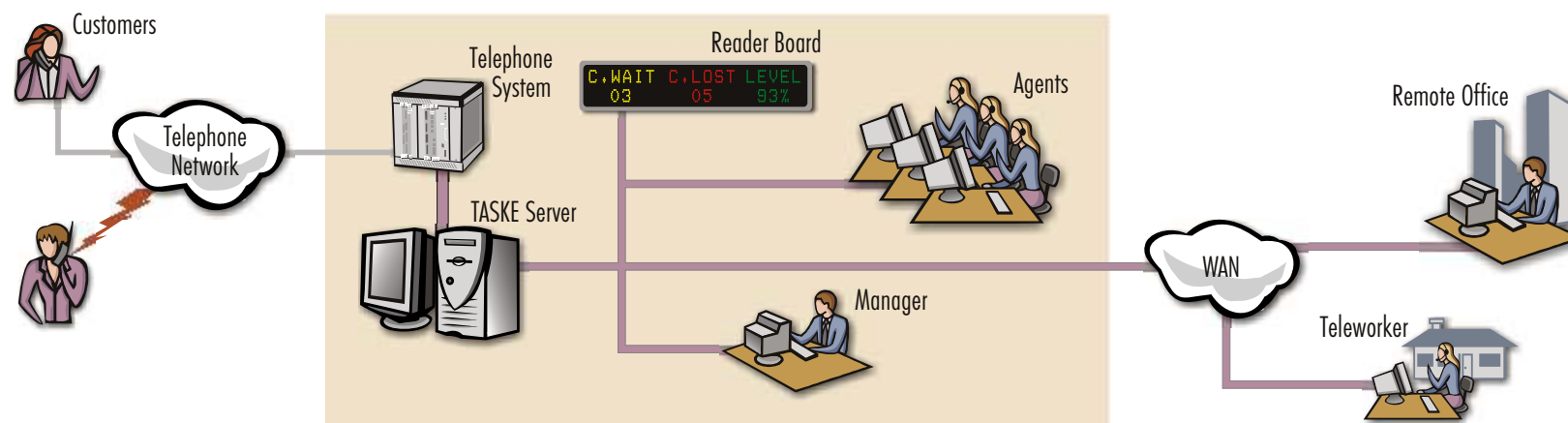


TASKE Management Solutions:

- ✦ **Deliver** exceptional customer service by reviewing service levels on an ongoing basis
- ✦ **Anticipate** service impacting problems by monitoring operations in real-time
- ✦ **Improve** efficiency by monitoring multiple offices from one central location
- ✦ **Reduce** costs with improved resource utilization using traffic analysis tools
- ✦ **Review** previous statistics to learn from experience with detailed reporting
- ✦ **Increase** access to real-time contact center information by using the Internet

TASKE Management Solutions now available on:

- ▶ Avaya MERLIN MAGIX® and MultiVantage™
- ▶ Inter-Tel Axxess® and Eclipse™
- ▶ Iwatsu ADIX® APS
- ▶ Mitel Networks SX-200®, SX-2000® and 3300 ICP
- ▶ Toshiba® Strata CTX100 and CTX670



TASKE Contact *...makes managing easy!*

A flexible contact center management solution, **TASKE Contact** helps supervisors manage agents, set and meet service levels and obtain vital information on contact center activity.

- ✦ Real-time monitoring and historical reporting
- ✦ Adjustable replay of ACD activity
- ✦ Easy forecasting and call traffic analysis
- ✦ Powerful search tools
- ✦ Automatic client updates
- ✦ Chat communications
- ✦ Portability through web access

TASKE Enterprise

...for global multi-site access!

TASKE Enterprise provides centralized monitoring and reporting on multiple telephone systems across a networked enterprise.

- ✦ Uses a company's existing equipment
- ✦ Real-time and historical multi-site reporting, viewable in one window
- ✦ Access call activity from any TASKE server in the enterprise



TASKE Announcer

...provides a professional first impression!

TASKE Announcer reduces abandoned calls by keeping customers informed of expected wait times and available agent information.

- ✦ Intelligent in-queue messaging
- ✦ Auto attendant
- ✦ On-hold announcements

TASKE Agent Desktop

...gives information to the people that need it!

Agent Desktop allows agents to view contact center conditions on their own computers, particularly in cases where wall signs are impractical.

- ✦ User-specified, real-time contact center data displayed on personal desktops
- ✦ Thresholds to alert agents on changing call conditions

Simplify call management. Simplify your life. Simplify with TASKE.

TASKE Partners

...a total solution!

TASKE is partnered with market leading companies to provide a total solution. TASKE partners provide innovative solutions in:

- ✦ Call routing
- ✦ IVR
- ✦ Screen pops
- ✦ Text-to-speech
- ✦ Workforce management



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