

TASKE® REPORTING



TASKE DisplayCentral

Customisable screens to show vital information for your contact centre in one central place.

In today's competitive world you need to ensure that your contact centre is performing to the very best of its ability, every day. You need to ensure that your organisation is providing the best service, and continually improving to meet the needs of increasingly demanding customers. Cost effective, sophisticated and flexible tools such as TASKE Reporter and TASKE Contact can be accessed anywhere, regardless of your location providing the vital information you need.

Whether you have a small team of three or four people, or a large contact centre with hundreds of agents, TASKE Reporter and TASKE Contact allow you to take a fresh look at the service you provide to your customers. This allows you to improve the experience of customers calling your company, whilst also increasing the efficiency and productivity of your workforce.

TASKE Reporting can help you answer such questions as:

- » How can I improve the customer calling experience?
- » Are the announcements callers hear while waiting effective?
- » How do I know where my customers are calling from?
- » How can I monitor call activity at our other locations?
- » How can I monitor my company's call activity if I am out of the office?
- » Are telephones being used inappropriately by my staff?
- » How can I track callers who hang-up when we are busy?
- » How can I provide a consistent level of service to my customers?
- » How long are my callers waiting on the phone before their call is answered?
- » Are callers being transferred or put on hold too often?
- » Are calls being handled effectively?
- » How can I continuously improve my contact centre to ensure I help as many customers as possible?

Providing complete visibility of the contact centre environment, TASKE Call Management Solutions allow you to monitor and manage your resources in real time, and see not just what is happening but also why. This high degree of analysis allows supervisors to make more informed decisions, be proactive rather than reactive, and optimise resources by dynamically responding to changes in customer demand.

TASKE Contact also provides adjustable replay of Automatic Call Distribution (ACD) activity, providing invaluable information for training and continuous improvement. Presented through a web-browser, you can access all information securely from any location with an Internet connection - a vital requirement for today's mobile workforce.

TASKE Call Management Solutions encompass two core products; both browser-based allowing access from any location with an Internet connection:

TASKE Reporter

- » Designed for the informal contact centre market.
- » Available for up to 50 agents.
- » Includes Call Visualiser and Reporting.
- » Easy upgrade to TASKE Contact.

TASKE Contact

- » Designed for the formal contact centre market.
- » Includes Real-Time Screens, Review, Replay, Call Visualiser, DisplayCentral and Reporting.

Real-Time Screens

- » Provides traditional reporting to show callers waiting, longest queuing time etc.
- » Pushes information to the agent's desktop, ensuring everyone has a real-time view of what is happening at the contact centre at that time.
- » Helps motivate staff and ensures that home workers have vital statistical information.
- » Ensures consistent levels of customer service.

Review

- » Allows supervisors to delve deeper into real-time information.
- » Provides information on not just what is happening, but why.
- » Allows supervisors to micromanage resources on a day-to-day basis.
- » Ensures efficient use of all contact centre resources.
- » Maximises your customer service levels.
- » Provides exception reporting, including any agents who may be avoiding calls.

Replay

- » Allows interrogation of historical data.
- » Supervisors can set triggers for instances or unacceptable customer service. Instances are then presented as a real-time representation of what was happening at the time.
- » Allows supervisors to see if resources were effectively used, or if alternative actions could have avoided issues arising.
- » Provides vital information for training and continuous improvement.

Call Visualiser

- » Provides 'cradle-to-grave' analysis.
- » Shows how the call was handled from the customer's point of view.
- » Information includes how long callers had to wait, how many announcements they heard etc.
- » Identifies patterns of bad customer experience.
- » Matches experience to expectation.

DisplayCentral

- » Display real-time contact centre statistics and content from external applications, with threshold alerts to maintain service levels.
- » Design your own layout through a simple drag-and-drop interface, choosing what information you need displayed.
- » Easily change views for different audiences, or make changes without needing to stop and restart the display.
- » Integrate external data to display key business metrics from external, web-enabled applications with your call centre data.

Reporting

- » 150 powerful templates, allowing thorough analysis of your contact centre's performance.
- » Reports can be scheduled for automatic delivery to key decision makers.
- » Identify coverage shortfalls with 'out-of-area' reporting.
- » Provides details of abandoned calls to maximise revenue opportunities.

TASKE Reporter and TASKE Contact provide contact centres of all sizes with a level of sophistication that has previously only been available to large contact centres. Helping you provide the best levels of service to your customers, and providing vital information to help you continually improve your business, the modularity of the solution also means that this cost-effective solution is available to smaller companies, who can grow the solution as required.