

TASKE

Call Visualizer



the ultimate
c r a d l e - t o - g r a v e
r e p o r t i n g t o o l

- ▶ **Perform** complex call record searches with ease
- ▶ **Analyze** calls quickly and easily with a visual timeline of every call
- ▶ **Detect** fraud and misuse of phone systems
- ▶ **Improve** customer service by monitoring how calls are handled

Perform complex call record searches with ease

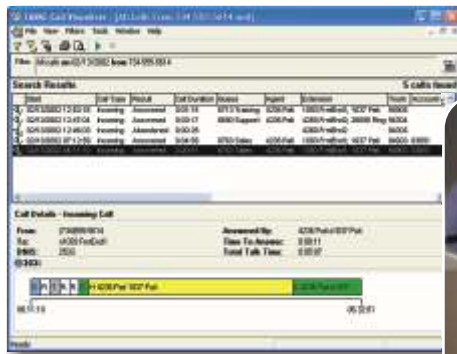
Simplify call management with powerful filters to search and drill down on a call

- ✦ Icons simplify the identification of call types
- ✦ Colors for each call state element are user definable
- ✦ Create filters to find call records using everyday language
- ✦ Save filters for reuse
- ✦ Filter based on:
 - Dates
 - Times
 - Call types and activity
 - Call information
 - Telephone numbers
 - Account codes
 - Resource participation such as agents, extensions, queues and trunks

View call time lines

Analyze calls quickly and easily with a time line of events for each call

- ✦ 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



Detect fraud and misuse of phone systems

Improve monitoring with unlimited search capabilities

- ✦ Quickly identify toll restriction or call fraud problems
- ✦ Using the destination and origination of calls
 - more easily manage chargeable calls
 - monitor inappropriate telephone utilization
 - report on telephone system usage



Improve customer service

Learn valuable information on how each call is handled

- ✦ Monitor how calls are handled to improve customer service levels, i.e. review hold times and traffic frequency
- ✦ Use as a training tool to improve call handling techniques
- ✦ Provide a detailed call record to respond to customer complaints
- ✦ Salvage leads from abandoned calls to improve company image and generate more business

Part of a total solution

Maximize company potential with a complete package

- ✦ Call Visualizer is a component of the TASKE Management Solutions suite
- ✦ Modularity of the suite, with its add-on applications and partner products, is perfect for the growing business wanting a secure investment in their telephony management systems

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