

Call Management Solutions

TASKE is a leading provider of real-time call management and historical reporting solutions for call center and general business environments. For Avaya™ Communication Manager, TASKE products include TASKE Contact, TASKE Essential, and TASKE Analytics.

TASKE Contact

A comprehensive call management solution ideal for small call centers (under 100 agents).

Key features

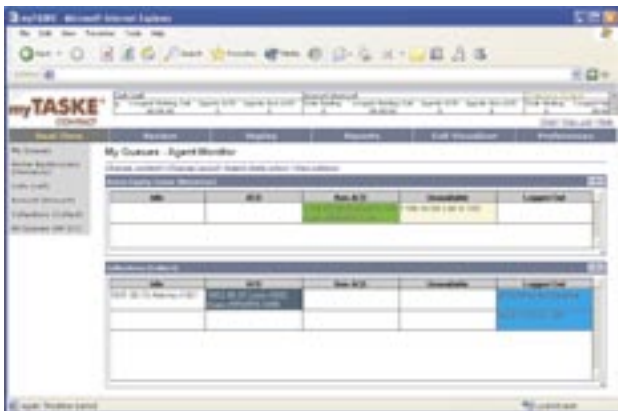
- Web-based interface—global access
- Real-time queue and agent activity monitoring for inbound, outbound, and internal calls
- Historical reporting on all calls
- Replay historical ACD call activity to review performance indicators
- Call Visualizer for detailed call analysis
- Spectrum® readerboard display application
- Workforce management integration (IEX, Blue Pumpkin, Left Bank Solutions)
- Call forecasting reports
- Detailed extension and trunk reporting outside of the call center (no licensing limit on number of extensions)

Base system

- 1 supervisor license and report on up to 10 agents

Purchasable options

- Additional supervisor licenses (units of 1)
- Additional agents (units of 1)
- Agent Desktop Sign: Displays key business metrics in real-time on an agent's desktop
- TASKE Announcer: Provides estimated answer time, auto-attendant and intelligent queue messaging



TASKE Contact real-time view



TASKE Essential

A complete call reporting application for the small to medium size business without a call center.

Key features

- Web-based interface
- Historical extension/trunk reporting
- Real-time extension viewer: inbound, outbound, and internal calls
- Call Visualizer for detailed call analysis

Base system

- 1 user license and report on up to 50 extensions

Purchasable options

- Additional user licenses (units of 1)
- Additional extensions (blocks of 50 to a maximum of 300)

TASKE Analytics

Call data analysis options for either Avaya CMS or TASKE Contact.

Purchasable options

- ODBC interface for SQL applications
- XML generator for advanced application integration
- Call Visualizer for detailed call analysis (CMS only)

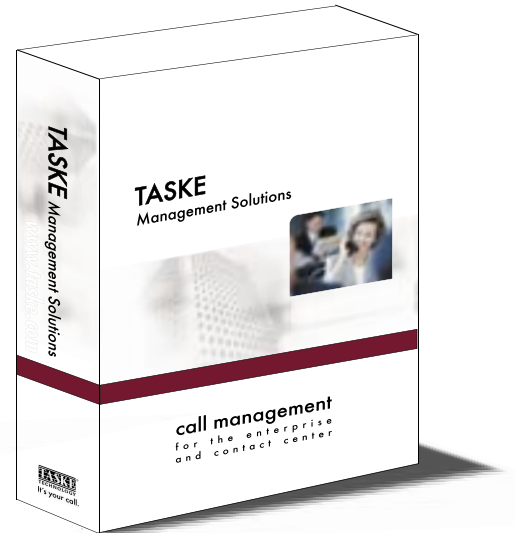
New feature in development

- Data cube (OLAP) generator for industry-standard, business intelligence applications

TASKE helps you win more call management business

If you need help with an opportunity, involve a member of our sales team to provide:

- Live sales presentation and product demonstration using WebEx™
- Quotes and configuration advice
- Collateral and in-house demo systems
- Sales training



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