

eManager

Integrating information from external applications with real-time data for complete visibility of how your call centre is performing.



TASKE[®] Reporting

In today's competitive world, you need to ensure that your contact centre is performing to the best of its ability, every day. You need cost effective, sophisticated and flexible tools such as **TASKE Contact** and **TASKE Reporter** to ensure that your organisation is providing the best service, and continually improving to meet the needs of increasingly demanding customers.

Whether you have a small team of people or a large contact centre with hundreds of agents, TASKE Call Management Solutions allow you to take a fresh look at the service you are providing to your customers. With complete visibility of the contact centre environment, supervisors can monitor and manage resources in real time, dynamically responding to changes in customer demand, optimising resources and ensuring service levels are maintained.

TASKE Reporter and TASKE Contact allow you to see not just what problems occur, but also why. With a high degree of analysis available, supervisors are able to make more informed decisions, and be proactive rather than reactive. Adjustable replay of Automatic Call Distribution (ACD) activity provides invaluable information for training and continuous improvement, and all information is presented through a web-browser. This means you can access information securely from any location with an Internet connection, a vital requirement for today's mobile workforce.

TASKE Call Management Solutions help you answer such questions as:

- How can I improve the experience of calling my company for my customers?
- Are the announcements that my customers hear while waiting effective?
- How do I know where my customers are calling from?
- How can I monitor call activity at our other location?
- 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 my customers being transferred or put on hold too often?
- Are my calls being handled effectively for my customers?
- How can I continuously improve my contact centre to ensure I help as many customers as possible?

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 call centre market
- Available for up to 50 agents
- Includes Call Visualiser and Reporting
- Easily upgradeable to **TASKE Contact**

TASKE Contact

- Designed for the formal call centre market
- Available for up to 360 agents
- Includes Real-Time Screens, Review, Replay, Call Visualiser, Reporting and a client of DisplayCentral

Real-Time Screens

- Provides traditional wall board 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 service are provided to your customers.

Review

- Allows supervisors to delve deeper into real-time information.
- Provides information on what is happening, and why.
- Allows supervisors to micromanage resources on a day-to-day basis, being proactive rather than reactive.
- Ensures that all contact centre resources are effectively utilised, even during busy periods.
- Maximises your customer service levels.

Replay

- Allows interrogation of historical data.
- Supervisors can set triggers for instances or unacceptable customer service. These 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, a vital part of ISO9001:2000.

Call Visualizer

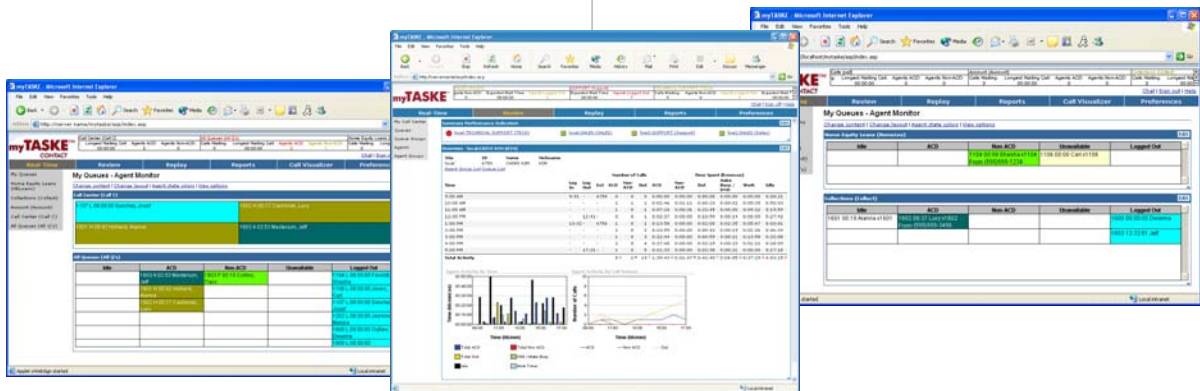
- Provides 'cradle-to-grave' analysis.
- Shows call handling from the customer's point of view.
- Information includes how long callers had to wait, how many announcements they heard etc.
- Identifies patterns of bad customer experience.
- Matches experience to expectation.

DisplayCentral

- Display real-time call centre statistics and content from external applications.
- 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.



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Toshiba is committed to developing the next generation of converged communications solutions for the enterprise marketplace.

We will provide communication solutions that deliver complete mobility of operations and ease of configuration. Toshiba offers best in class migration, quality and reliability and is dedicated to protecting our customers' investment. With flexibility and choice, Toshiba is empowering the enterprise to do business the way they want to.

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