Invaluable self-empowerment to stay on top of changing contact center conditions. Really.

All-seeing, all-knowing insight into your call center. Anywhere you want it.

TASKE Desktop is our desktop application that provides anyone in your organization with real-time information on contact center status directly on their computer screen. Both agents and supervisors can monitor conditions in the call center as well as compare statistics between resources.

> Provide employees with access to real-time information
> Empower agents to make decisions
> Displays are completely customizable
> Increase employee efficiency
> Reduce call-time

Real-time and historical data from the comfort of your desktop.

Agents and supervisors can view real-time and historical data from their personal computers. With this handy information, employees stay up-to-date on performance levels, are unshackled to make educated decisions (for instance, when to take breaks), and remain informed of how many calls are waiting in the queue. Not enough? TASKE Desktop also includes an instant messaging service that allows users to collaborate with each other plus every user can customize the application based on their requirements of use.

Desktop
At-a-glance

Exceed your expectations from the comfort and familiarity of your own computer desktop.

You can:

Monitor call center activity and agent performance from a desktop client

View caller information in real-time

Be alerted when service objectives are not being met

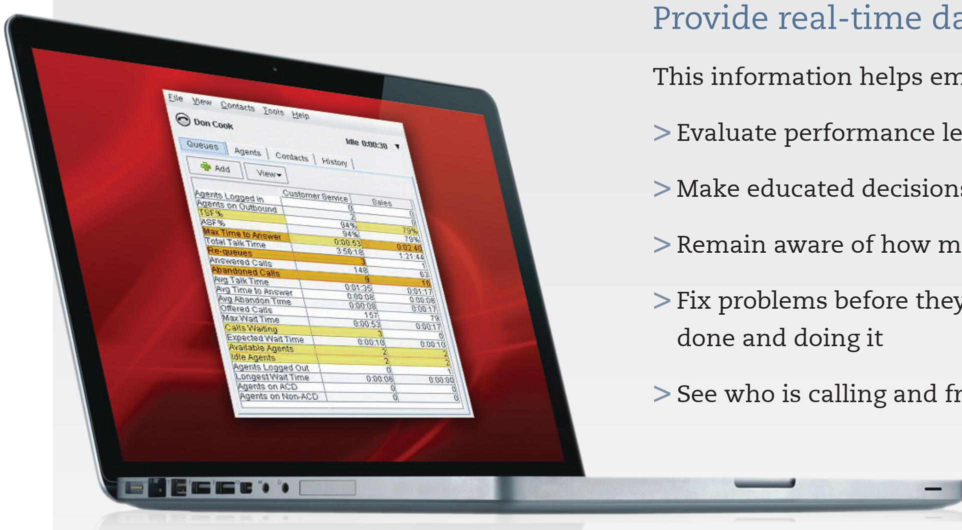
Configure rules to manage the call center by performing actions based on the behavior in the call center

Limit agents and supervisors to only see statistics for those resources to which administrators give them permission

Access key data the way you want, when you want.

That's **TASKE Desktop**.

Benefits of Desktop



Provide real-time data to employee desktops

This information helps employees to:

> Evaluate performance levels

> Make educated decisions on when to take breaks

> Remain aware of how many calls are in the queue

> Fix problems before they start by seeing what needs to be done and doing it

> See who is calling and from where

Customize the application

Employees can customize the application to put all the information they need at their fingertips; thereby increasing efficiency and reducing call-time. Each user can:

> Tailor the application to show only the most critical statistics

> Use alarms to alert themselves of when a threshold is exceeded

> Assign actions to call events to save time e.g., Have the CRM database open whenever a customer calls

> Program notifications to appear when particular events take place e.g., Be notified when an agent logs-in

> Utilize the Dashboard view which docks to the screen edge to keep on top of Key Performance Indicators (KPIs) at a glance

TASKE TECHNOLOGY

2650 Queensview Drive, Suite 245
Ottawa, Ontario, Canada K2B 8H6
taske.com/asksales

t 613.596.2533
f 613.596.4392
tf 1.877.778.2753

Available as part of these TASKE Software Suites:

Contact

- Real-Time
- Visualizer
- Reports
- Replay
- > **Desktop**
- DisplayCentral

Visualizer

- Visualizer
- > **Desktop**
- DisplayCentral