



TASKE

# TASKE Cloud

## Contact Center Analytics for Amazon Connect

### Professional, real-time analytics now available for Amazon Connect

Your contact center is an important part of your business. In many cases, customers' impressions of your business are formed solely based on their interaction with your agents. TASKE Cloud integrates with Amazon Connect to provide superior customer service analytics for your omnichannel contact center. TASKE solutions provide companies with the tools they need to ensure their customers receive the superior customer service they deserve.

- > See what's going on 'right now' in every channel
- > Report on all historical activity to provide better future service
- > Improve customer service by reducing wait time
- > Monitor contact center metrics to achieve and exceed your customer service goals
- > Review what has happened so far today
- > Analyze contacts from cradle-to-grave with a visual time line of every contact
- > Empower supervisors to make decisions

You need to see what's going on right now in your business so that you can be confident that your customers are receiving the attention they deserve—in a timely fashion. Real-time allows you to assess if contacts are being handled appropriately by your employees. Reports allows you to analyze what has happened in the past in order to be better in the future. Visualizer provides detailed search capabilities to find any contact

After all, the key to keeping your customers is keeping your customers *happy*.



TASKE Cloud  
At-a-glance

Gain clearer visibility into your organization's contact activity.

#### You can:

Monitor and investigate problems at the same time

Track resource states: Idle, on a call, on hold, unavailable, working and logged out

See, at-a-glance, what an employee has done so far today

Be alerted when key metrics do not meet specified thresholds

Report on all contact activity

Cradle-to-grave analysis of every contact flow through the contact center

Simplify contact management with powerful filters to find that elusive contact

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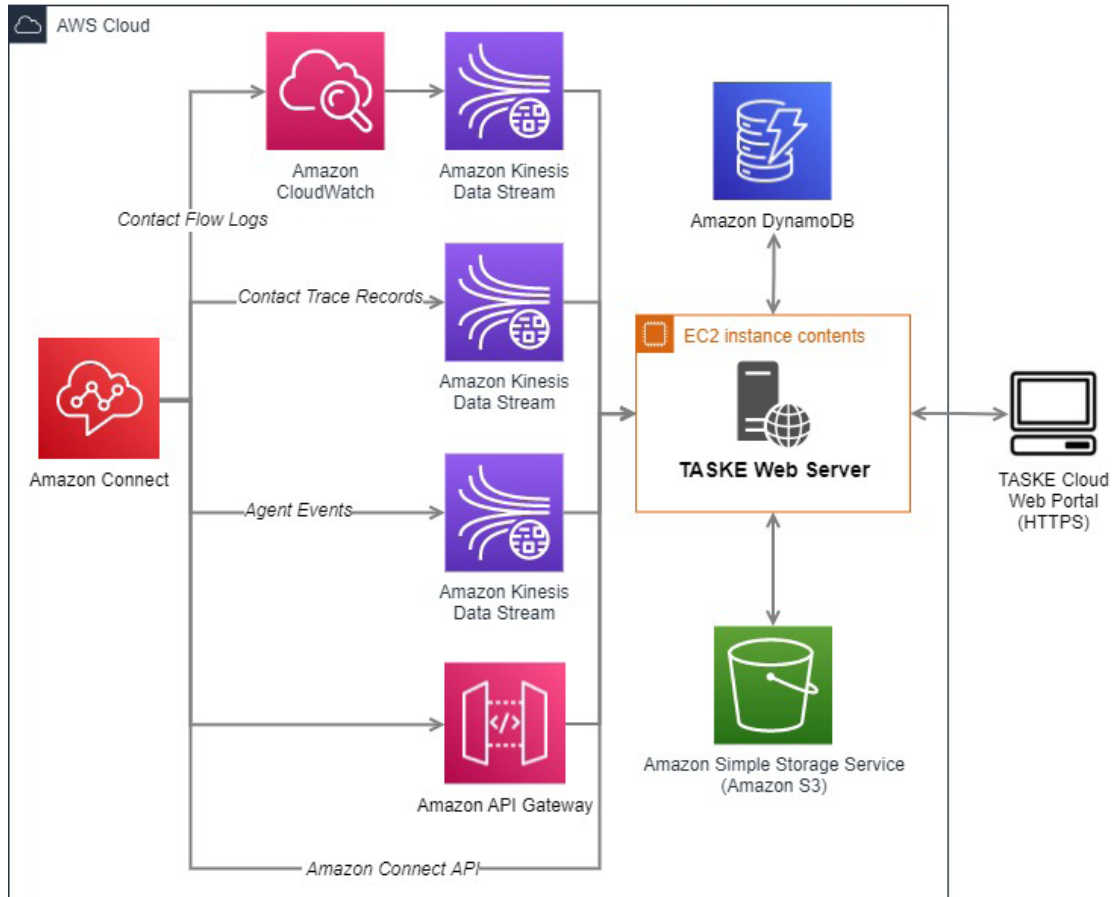
As-it-happens, right now.

That's  
TASKE Cloud.

# Benefits of TASKE Cloud

- > Evaluate performance levels in real-time
- > Make educated decisions on when to take breaks
- > Fix problems before they start by seeing what needs to be done and doing it
- > Easy to use user interface
- > Tailor the interface to highlight critical Key Performance Indicators (KPIs) and statistics
- > Remain aware of how many calls are waiting in queue - and for how long
- > See exactly who customers talked to and how long it took each step of the way

## TASKE and Amazon Web Services Architecture



The information provided herein is subject to change without notice. The configuration provided is believed to be accurate and dependable but is presented without express or implied warranty.



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