

# TASKE Essential

for <sup>IWATSU</sup> enterprise CS / ADIX



## Effectively manage communication resources.

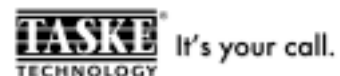
- + **Direct** calls to available staff and not to voice mail or unattended phones
- + **Quickly** see how each call in your business is being handled
- + **Monitor** unattended telephones to identify and reduce misuse
- + **Reduce** toll fraud
- + **Track** effectiveness of marketing and advertising campaigns
- + **Provide** real-time call handling information to managers working remotely

The screenshot shows the TASKE Essential software interface. The title bar reads "Microsoft Office Word - Microsoft Word - TASKE Essential". The main window displays a table with columns for "Call ID", "Call Time", "Call Duration", "Call Status", "Call Type", "Call Source", "Call Destination", "Call Agent", "Call Cost", and "Call Charge". The table contains several rows of data, including call details for various agents and destinations.

Call ID	Call Time	Call Duration	Call Status	Call Type	Call Source	Call Destination	Call Agent	Call Cost	Call Charge
101	10:10	00:01	Completed	Local	1010	1010	1010	0.01	0.01
102	10:11	00:02	Completed	Local	1010	1010	1010	0.02	0.02
103	10:12	00:03	Completed	Local	1010	1010	1010	0.03	0.03
104	10:13	00:04	Completed	Local	1010	1010	1010	0.04	0.04
105	10:14	00:05	Completed	Local	1010	1010	1010	0.05	0.05
106	10:15	00:06	Completed	Local	1010	1010	1010	0.06	0.06
107	10:16	00:07	Completed	Local	1010	1010	1010	0.07	0.07
108	10:17	00:08	Completed	Local	1010	1010	1010	0.08	0.08
109	10:18	00:09	Completed	Local	1010	1010	1010	0.09	0.09
110	10:19	00:10	Completed	Local	1010	1010	1010	0.10	0.10



Simplify call management. Simplify your life. Simplify with TASKE.



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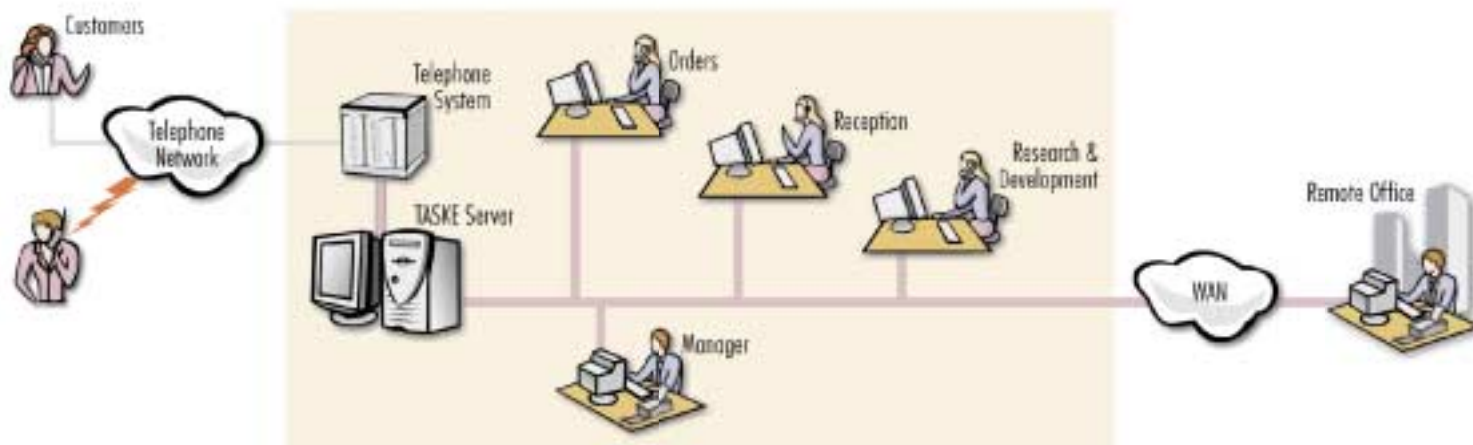
## Key Features

- ✦ Quick to install, simple to configure, and easy to use
- ✦ Real-time view of all inbound, outbound and internal calls
- ✦ Historical reports on call activity for all extensions and trunks
- ✦ Powerful search tools reduce the time taken to isolate a single call
- ✦ Cradle-to-grave view provides a visual time line for all calls
- ✦ Browser-based; access from any Internet-enabled computer
- ✦ Operating system independent, supports Mac, Linux, UNIX, etc.
- ✦ Innovative partner solutions for computer telephony integration

## A Total Solution

**TASKE Essential** is a key element of the TASKE Management Solutions suite. The modularity of the suite, with its add-on applications and partner products is perfect for the growing business wanting a secure investment. The suite includes:

- ✦ **TASKE Contact** – a flexible contact management solution that helps supervisors manage agents, set and meet service levels, and obtain vital information on contact center activity.
- ✦ **TASKE Announcer** – the professional voice messaging of the TASKE auto attendant has time and date specific greetings and allows customers to direct their calls without assistance, while in-queue messaging keeps callers informed of expected wait times.
- ✦ **TASKE Enterprise** – convenient multi-site monitoring and reporting to manage remote sites with ease, available on any vendor switch platform supported by TASKE.



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