Real-Time

Up-to-the-second views into your business.
We should call it Big Time. Really.

Everything happens in real time. Why should your business be any different?

TASKE Real-time provides invaluable up-to-the-second views – giving you insight into unforeseen issues before they become unmanageable situations.

- Employees see what’s going on ‘right now’
- Improve customer service by reducing wait time
- Monitor key factors such as resource availability, abandoned calls, answered calls and average talk time
- Review what has happened so far today
- Empower supervisors to make decisions

You need to know.

You need to see what’s going on right now in your business so that you can be confident that your callers are receiving the attention they deserve—in a timely fashion. Real-time allows you to keep an eye on call traffic, so you can assess if calls are being handled appropriately by your employees. Key Performance Indicators (KPIs) enable you to set targets and alert you when things are slipping. After all, the key to keeping your customers is keeping your customers happy.

Gain clearer visibility into your organization’s call activity—as-it-happens.

You can:
- Monitor and investigate problems at the same time
- Quickly see who is working and who is not
- 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
- Display data about calls waiting as they happen
- Access TASKE Visualizer to quickly see the events of the current call

As-it-happens, right now.

That’s TASKE Real-Time.
Benefits of Real-Time

As-it-happens data

> Evaluate performance levels
> Make educated decisions on when to take breaks
> Fix problems before they start by seeing what needs to be done and doing it

Benefits for call centers

> 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
> Use alarms to alert when a threshold is exceeded
> Add audible alarms to alert you even when the application is in the background

Extendable and indispensable

> Graphs show call volume and distribution trends over the day
> Custom color coded real-time view of resource states to quickly identify problem areas
> Monitor call activity on your trunks
> View today’s statistics as a group or on an individual basis
> Available through the web so you can manage remotely

Available as part of these TASKE Software Suites:

Contact
> Real-Time
Visualizer
Reports
Replay
Desktop
DisplayCentral

Essential
> Real-Time
Visualizer
Reports

© 2018 TASKE Technology Inc. All Rights Reserved. Printed in Canada.

TASKE Real-Time  >  As-it-happens views into your business