Unparalleled visibility into your call center.
Seeing is believing. Really.

We call it cradle-to-grave reporting.
You’ll call it the best thing since sliced bread.

TASKE Visualizer is a cradle-to-grave call reporting tool that provides an invaluable resource for call analysis and tracking. Users can quickly identify problem calls by using its in-depth search and filtering capabilities.

Every call can be dissected and tracked within your telephone system... from when it entered to when it left.

Visualizer is a powerful search tool with an unmatched visual cradle-to-grave representation. Now you have the ability to respond and improve call center performance as well as your customer experience. Think of it as your all-seeing-eye from beyond the grave.

You can:
- Simplify call management with powerful filters to find that elusive call
- Improve customer service by viewing how each call is handled
- See exactly who callers talk to and how long it took each step of the way
- Detect fraud and misuse of phone systems
- View call time lines to seamlessly analyze whether calls diverted from the expected path of service

Calls from cradle-to-grave.

That’s TASKE Visualizer.
Easily perform call record searches and simplify call management with powerful filters

- Icons visually identify inbound, outbound or extension-to-extension
- Create filters to find call records using everyday language
- Save filters for reuse
- Filter based on:
  - Date
  - Time
  - Duration
  - Call attribute (was it held or transferred)
  - Telephone number
  - Resource participation (which agent, extension, queue or trunk)

Improve customer service by viewing how each call is handled

- Use as a training tool to improve handling techniques
- Provide a detailed call record to respond to complaints
- Salvage leads from abandoned calls to retain customers

Detect fraud and misuse of phone systems by monitoring call activity

- Quickly identify toll restriction or call fraud problems
- View the origin and destination of calls
- Track inappropriate telephone utilization
- Report on telephone system usage

View call time lines to seamlessly analyze calls quickly and easily from cradle to grave

- Cradle-to-grave view of every call including inbound, outbound, and extension-to-extension
- Each state of the call is represented in a variable time line allowing different call lengths to be viewed easily
- Access your customer interaction data anywhere, anytime, via a web-based interface