

# TASKE Contact

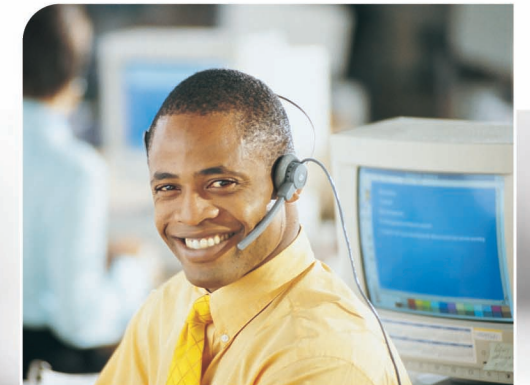
for **ADIX**

**IWATSU**

TASKE Management Solutions for  
Iwatsu ADIX® APS  
telephone systems

**For more information**

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**call management**  
for the contact center

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# TASKE Contact for **ADIX** improving your business call by call.

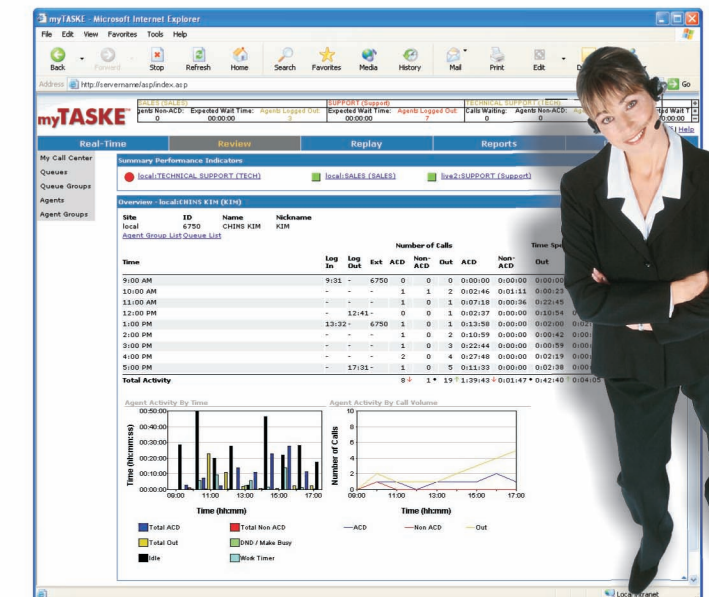


## Build your contact center on a solid foundation.

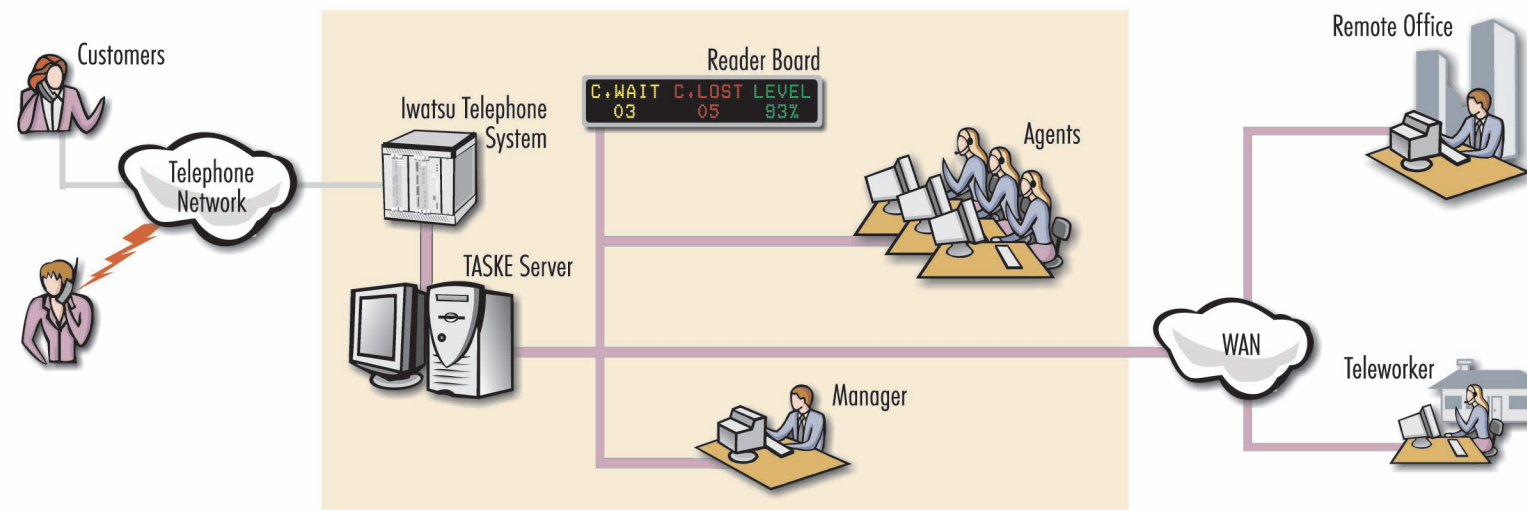
- ✦ **Effectively** utilize all available resources - agents, queues and trunks
- ✦ **Enhance** customer service and maintain service level targets
- ✦ **Respond** immediately to changing call volumes and resource availability
- ✦ **Improve** fiscal management; identify and target inefficiencies
- ✦ **Extend** management reach to teleworkers and remote contact centers

## Key Features

- ✦ Real-time view of all queue-based inbound, outbound and internal calls
- ✦ Historical reports on call activity for all extensions and trunks
- ✦ Adjustable replay of ACD activity
- ✦ Exceptional search tools
- ✦ Advanced staffing and resource management
- ✦ Remote browser-based management capabilities
- ✦ Centralized management of multiple sites
- ✦ Real-time chat communications
- ✦ Easy forecasting and call traffic analysis
- ✦ Integration with innovative partner solutions for computer telephony integration and workforce management



**TASKE Contact**  
makes managing  
easier!



## A Total Solution

**TASKE Contact** is the 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 contact center that wants a secure investment.

- ✦ Works with other vendors' switch platforms for multi-site monitoring and reporting
- ✦ Provides centralized monitoring and reporting across a dispersed enterprise with **TASKE Enterprise**
- ✦ Keeps customers informed of expected wait times and available agent information with **TASKE Announcer**
- ✦ Allows agents to view contact center conditions on their own computers with **TASKE Agent Desktop**

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