

Get instant responses to your post-trade queries

Taskize's Automated Query Resolution **eliminates up to 80% of daily trade status queries** and **reduces average response times** between custodian banks, sub-custodians and buy-sides **from around 9 hours to 9 seconds**.

This functionality instantly provides answers to routine questions between counterparties in the post-trade issue resolution process with no human intervention required. Watch the one-minute video overview below.



Increase capacity: Greatly reduce manual labour on laborious tasks and generate capacity in teams to focus on more valuable activities



Improve client service: Increase competitive advantage, client satisfaction, and client retention



Minimise risk: Remove the risk of manual error from rekeying should further escalation be required

Why use Automated Query Resolution?

Using our secure APIs, the Automated Query Resolution functionality makes this vital intercompany communication much faster, entirely auditable, and presents a significant reduction in manual labour.

Simply by entering a country code and trade ID, the Taskize platform can provide real-time answers and trade data, significantly reducing resolution times. It also has built-in workflows should further escalation and manual intervention be required.



Query volume: Reducing manual processes and eliminating the risk and inefficiencies of email-based queries



Scalability: Easily handling increasing query volumes without additional resources



Simplicity: Easy onboarding and user-friendly interface for effortless query resolution



Automated Query Resolution is an important extension of the capabilities of the Taskize platform. Using both our secure APIs and firms' own APIs, it can be used by, for example, a sub-custodian to connect their data via Taskize to service custodians' queries. Or by a custodian connecting their data to Taskize to service buy-side queries.



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