

AKIXI

SOLUTIONS GUIDE



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AKIXI LITE

Summary

The perfect introductory call logging software for businesses which require a historic call reporting service without the need for real-time statistics.

Benefits

- See the journey of any historic call from beginning to end
- Report on trend analysis by intervals
- Optimise strategic business planning and decision-making
- Identify areas for improvement with metrics such as time per call, abandoned calls and number of calls
- Analyse calls by group



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AKIXI 1000

Summary

Akixi 1000 includes real-time call analytics for greater insight into your call operations and helping you manage your telephone resources and usage more effectively.

Benefits

- Create a massive motivator for your teams with wallboard reports
- Maximise revenue with the unreturned lost calls report
- Monitor and quantify the success of teams
- See the monetary value of calls waiting in the queue
- Illustrate your reports with chart view



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AKIXI 2000

Summary

Akixi 2000 provides businesses with an advanced analytics solution with the addition of agent reporting and account/disposition codes.

Benefits

- Segment and analyse calls with group reporting and account/disposition codes
- Gain invaluable insights on business KPIs
- Improve the quality and consistency of the customer experience you provide
- Optimise your workforce and increase productivity
- Identify performance issues and areas for improvement
- See which employees are performing above or below required standards



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AKIXI 3000

Summary

Akixi 3000 is an omnichannel analytics product providing flexible reporting for calls, email groups and live chat.

Benefits

- Report on multiple channels of communication
- View how teams and individuals handle communications within the business
- Receive group contact notifications with the Omnichannel Panel Windows application
- Bring multiple channels of communication into a single view
- Organise agents into groups by specialist area or communication channel
- Ensure enquiries are managed efficiently and effectively by the most appropriate agent



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AKIXI MOBILE APP

Summary

The Akixi mobile app is available on Android and iOS devices, allowing you to access real-time wallboards and reports and agent activity from your mobile devices, anytime, anywhere.



 **SCAN** to download the Akixi App



CHOOSE THE SERVICE LEVEL THAT SUITS YOUR BUSINESS

	AKIXI LITE	AKIXI 1000	AKIXI 2000	AKIXI 3000
 Historic call logging and reporting	✓	✓	✓	✓
 Cradle-to-grave call visibility	✓	✓	✓	✓
 Trend analysis by timeframe	✓	✓	✓	✓
 Scheduled reporting	✓	✓	✓	✓
 Dashboard view	✓	✓	✓	✓
 Report API	✓	✓	✓	✓
 Mobile app (Android and iOS)	✓	✓	✓	✓
 Analysis by group/queue	✓	✓	✓	✓
 Wallboard		✓	✓	✓
 Real-time analytics		✓	✓	✓
 Abandoned call recovery		✓	✓	✓
 Monitor extension activity		✓	✓	✓
 Call control		✓	✓	✓
 BLF view		✓	✓	✓
 Alarms for key performance metrics		✓	✓	✓
 List view		✓	✓	✓
 Chart view		✓	✓	✓
 Financial statistics		✓	✓	✓
 Agent reporting and control			✓	✓
 Account/disposition code statistics			✓	✓
 Omnichannel analytics				✓
 Omnichannel agent statistics				✓
 Omnichannel panel				✓
 Call recording plug-in	○	○	○	○

○ Optional Bolt-on