

## AKIXI ONE: KEEPING YOUR HYBRID WORKFORCE CONNECTED

With an increasing number of organisations worldwide looking to adopt a hybrid working practice, how can you ensure that your dispersed employees are engaged and motivated, that your teams stay connected, and that your business remains productive?









Of course, monitoring remote workers plays a part in maintaining high levels of output with measurable KPIs, metrics and goals – but equally, you don't want to feel like you are micromanaging your team.

**Your employees need to feel empowered.**



# EMPOWER YOUR HYBRID TEAM

Akixi ONE is aimed at the modern workforce, enabling your team members to self-manage, feel empowered, in control, and connected.

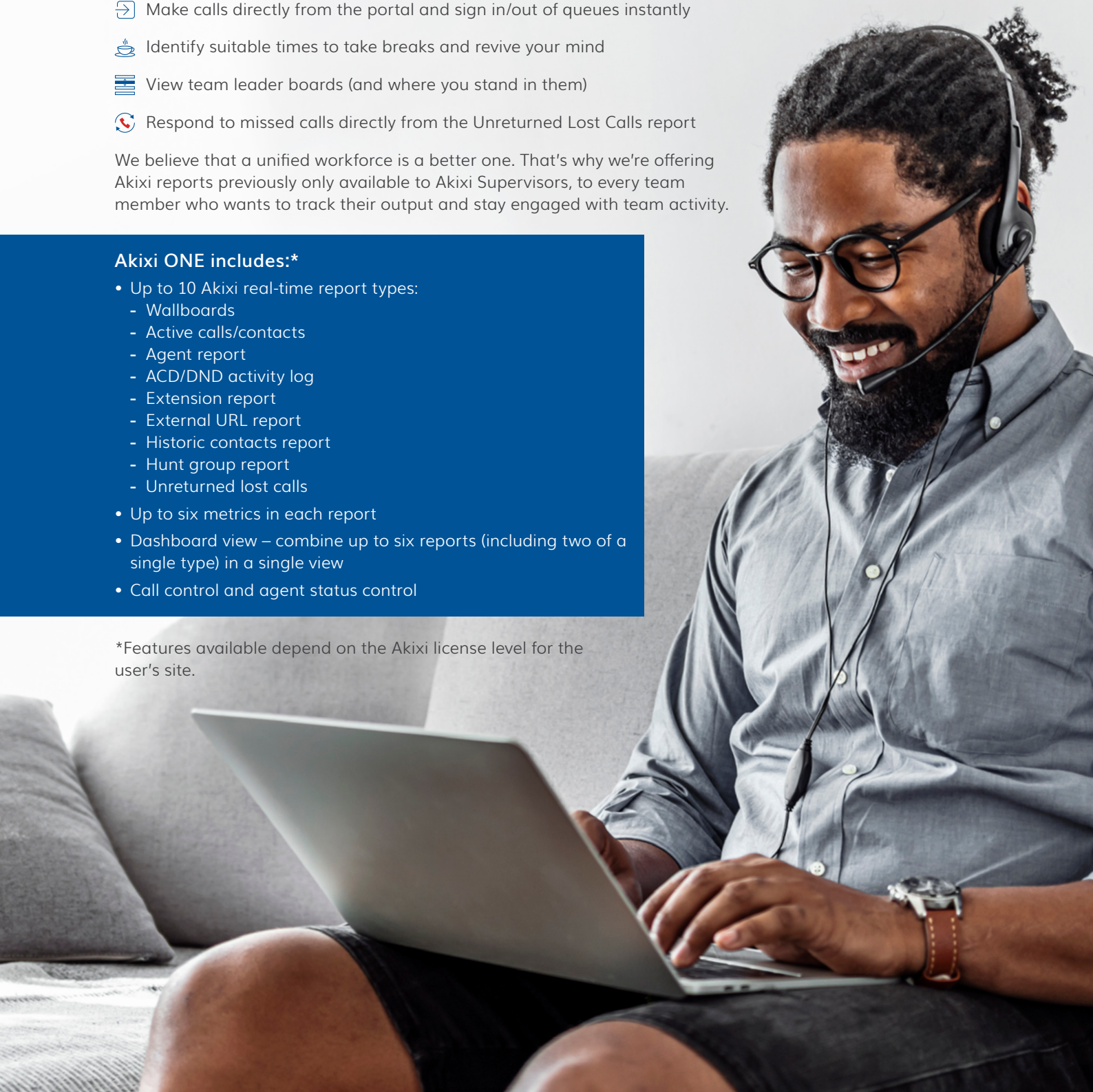
-  View colleague status instantly
-  Identify who's available for call transfers
-  Control your status or group availability with ease
-  View real-time activity for yourself and the groups you belong to
-  Make calls directly from the portal and sign in/out of queues instantly
-  Identify suitable times to take breaks and revive your mind
-  View team leader boards (and where you stand in them)
-  Respond to missed calls directly from the Unreturned Lost Calls report

We believe that a unified workforce is a better one. That's why we're offering Akixi reports previously only available to Akixi Supervisors, to every team member who wants to track their output and stay engaged with team activity.

## Akixi ONE includes:\*

- Up to 10 Akixi real-time report types:
  - Wallboards
  - Active calls/contacts
  - Agent report
  - ACD/DND activity log
  - Extension report
  - External URL report
  - Historic contacts report
  - Hunt group report
  - Unreturned lost calls
- Up to six metrics in each report
- Dashboard view – combine up to six reports (including two of a single type) in a single view
- Call control and agent status control


\*Features available depend on the Akixi license level for the user's site.



# GET IN TOUCH

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To find out more about how Akixi ONE can support your transition to a hybrid workforce, or if you simply want to increase report visibility for your office-based team members, get in touch with us today.

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