

Press release

Akixi introduces Real Time Wallboard with phreak detection

20 April 2011

Akixi, the leading call management service provider, has introduced wallboard functionality for the Akixi 1000 Business Dashboard and the more sophisticated Akixi 2000 for contact centre management. Like all Akixi call management services, the wallboard functionality is supplied as hosted SAAS (software as a service) and not as a conventional package on a customer's server.

Waiting Now	Longest Waiting	Answered Now	Inbound Calls
2	00:00:04	9	704
Inbound Answered	Inbound Abandoned	Avg Answer Time	Service Level
602	102	00:00:23	16.8%
Outbound Calls	Outbound Answered	Total Talk Time	Avg Talk Time
121	104	04:07:32	00:01:40
Sign-In Count	In Wrap-Up	Time On Duty (Total)	Avg Wrap-Up Time
13	4	03:56:33	00:00:18

Akixi wallboard functionality is a realtime reporting system, unlike some competitive offerings. It provides realtime displays and reporting functions, allowing a supervisor to monitor the level of incoming calls, and increase or decrease the number of staff responding as appropriate. All standard reporting features are provided including calls waiting, longest call waiting, calls in progress and longest call in progress. Alarms can be set for time intervals relating to wait times or call lengths. Group stats can also be provided showing information on the number of calls presented to the group and the group average answer time. The wallboard functionality for the Akixi 2000 contact centre management service includes further realtime reporting and historical analysis for contact centre operations.

Akixi's sophisticated wallboard statistical analysis extends to call segmentation, so that if a call is forwarded to voice mail and is then forwarded again, it is still tracked and analysed by the system. Internal calls are also covered. In this way the Akixi wallboard statistical analysis gives a complete call management history and not a partial record of external calls answered.

Additional functionality includes anti-phreaking detection to prevent toll fraud. The enhancement is a free upgrade for all existing and new Akixi customers, with usage covered by the Akixi monthly service fee. Like the core Akixi call management reporting application, all features are provided as SAAS (software as a service) and not as a conventional package on a

customer's server. Akixi does away with all the costly set-up costs normally associated with call management and ACD reporting. There is no capital expenditure on hardware, no implementation and upgrades to worry about and no commitment to ongoing support fees.

For Akixi, Bart Delgado, Managing Director said, "The additional wallboard functionality we have added to the Akixi 1000 and 2000 services is typical of the advanced, sophisticated features that we can provide to our customers, with no need to modifications or installations on customer premises equipment. As a cloud service our customers always have access to the latest version of Akixi. This is true realtime wallboard reporting, something that simple call logging packages don't supply. We anticipate that the Akixi wallboard will be another driver in the adoption of the flexible, cost-effective Akixi call management service."

Full details of the Akixi wallboard can be found online at YouTube by searching for "Akixi Wallboard" .

<http://www.youtube.com/watch?v=3mAg3aE-Fpo>

Ends.