



Press release

Akixi adds Custom Report feature as standard

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Akixi has added a Custom Report capability for its hosted call management and contact centre reporting service. This will allow users to create customised reports based on selection from over 200 sets of Real Time and Historical statistics. The functionality is easy to use and users can analyse an existing report, adding or removing stats as required, or they can create original reports based on their own selected parameters.

The enhancement is supplied as a free upgrade for all existing and new Akixi customers. 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.

Commenting on the availability of this enhancement, Bart Delgado, Managing Director of Akixi said, "Traditionally, vendors of call management and contact centre reporting solutions have created a standard set of preformatted reports that inevitably result in a compromise. But users often want to change statistics, layouts and formats to suit the special requirements of their organisation. Typically the industry has answered this need by charging for costly and bespoke customisation services. Akixi is breaking this mould, offering full customisation at no increased cost as a hosted service provision. This is why Akixi is the way ahead for call management reporting."

Ends.