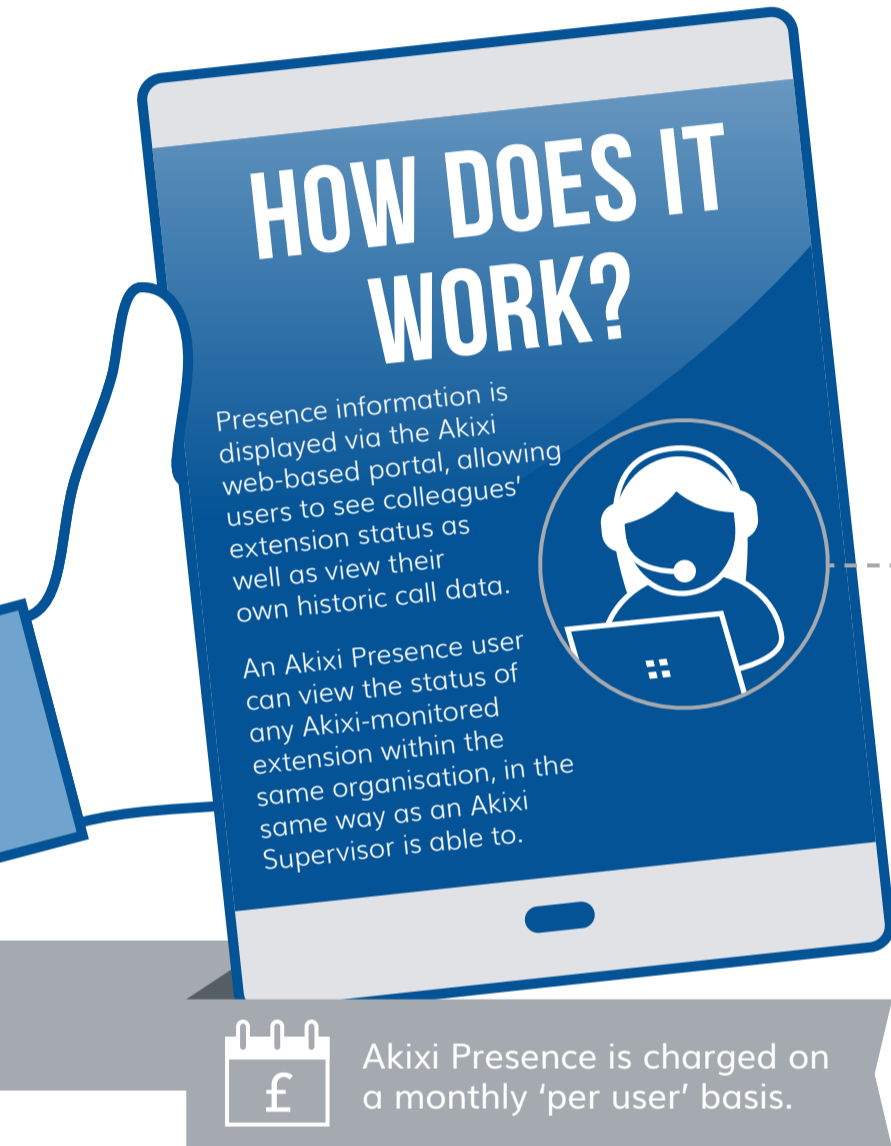


# WHAT IS AKIXI PRESENCE?


Akixi Presence makes it possible to see at a glance the current state of colleagues' extensions in real time.

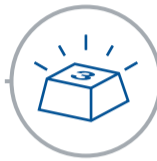


**HOW DOES IT WORK?**

Presence information is displayed via the Akixi web-based portal, allowing users to see colleagues' extension status as well as view their own historic call data.

An Akixi Presence user can view the status of any Akixi-monitored extension within the same organisation, in the same way as an Akixi Supervisor is able to.

 Akixi Presence is charged on a monthly 'per user' basis.



## Extension BLF (Busy Lamp Field)

This report displays individual tiles which change colour depending on the current state of an extension, e.g. whether they are on a call, set to 'do not disturb', etc



## ACD Agent BLF\*

Similar to Extension BLF, but this report displays the state of the ACD agent, e.g. whether they are signed in and available, being offered a call, busy on a call, set to 'do not disturb', or (when N/A codes are used) whether the agent is in wrap-up, in a meeting, at lunch, etc

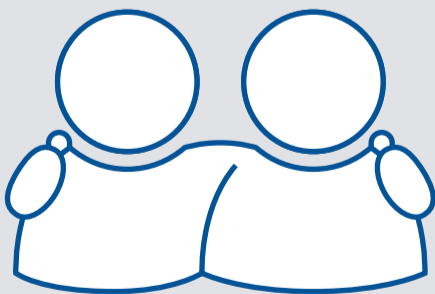


## Historic Call List

This report enables Akixi Presence users to see details of the calls that they individually have made/received

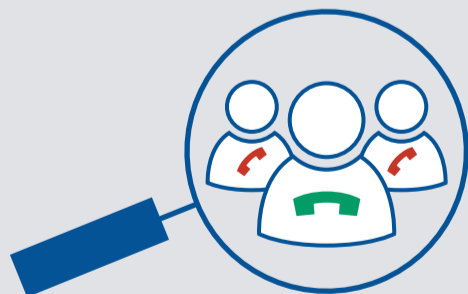
\*Only available on Akixi 2000

# WHAT ARE THE BENEFITS OF AKIXI PRESENCE?



## Create team unity

Whether your company employs a handful of people or a team of thousands, across one or multiple sites, Presence visibility can help employees feel like they are part of one team, regardless of their location.



## Improve employee productivity

Being able to see the status of colleagues in real time is a huge time saver, as you can get immediate answers or transfer calls to people you know are available to take your call.