

Akixi & Dubber

A fully comprehensive call recording and analytics solution

The integration of Dubber native cloud call recording and Akixi intelligent analytics services is available to service providers for rapid deployment to their end users. The intelligent call analytics service offers over 400 statistics, including call duration, wait time, talk time and hold time.



Cradle to grave recording retrieval

Track every step of a call and retrieve a recording using data from any part of a call.



Enhanced search interface

Use over 50 search metrics to find a specific call for seamless searching that improves user productivity.



Single portal login

Benefit from an easy, single sign-in platform for a comprehensive call recording and analytics solution.



Instant availability

Get real time call recording reporting with no delays from the completion of a call segment.

Dubber

Dubber is the world's leading call recording and voice AI platform as a service (PaaS). With no on-premise equipment or up-front costs required, Dubber is the next generation of call recording and analytics. Infinitely scalable, the Dubber platform can be deployed in minutes and our voice AI, combined with an open API, provides limitless integration and automation possibilities.

Call recording allows users to quickly assess the best course of action to maintain customer relationships, and calls can be quickly and easily shared with colleagues for review through secure sharing. Dubber AI transcribes everyday phone calls into valuable data assets for both businesses and individuals, unlocking previously untapped insights from recorded calls. Keyword identification and sentiment ratings identify trends for actionable business insights that can inform business development and identify opportunities for improvements to processes.

Akixi

Akixi is an award-winning company providing comprehensive call and contact analytics solutions. Our cloud-based reporting software offers unprecedented insight into how your contact processes are working and how you can optimise them for a game-changing, ultra-responsive customer experience. We offer various service levels, from historic call logging to advanced real-time contact centre services, to suit businesses of all sizes.

There are over 400 sets of historical and real-time call statistics, dials, alarms, charts and wallboards available. The service can be used across multiple sites and is highly scalable from 2 to over 10,000 users. There are no peripheral hardware or software requirements meaning that the setup is quick and easy.