



ANALYTICS ON THE MOVE WITH THE AKIXI APP

Did you know that with the Akixi app you can control agent activity and view your reports in real time from any location?



App Features

Wallboards:

Akixi Supervisors can access real-time call statistics on their wallboards from mobile devices, anytime, anywhere.

Agent Reporting and Control:

View agent statistics and BLF reports, and control agent status in real time.

Unreturned Lost Calls:

See a real-time view of the calls you've missed.

Extension Reporting:

Monitor the status and contact statistics of all internal devices.

Hunt Group Analysis:

Understand group overload and assess how multiple sites perform against each other.

Report by Interval:

Analyse trends by specified timeframes and understand business busy times.

Note that features available are dependent on your telephony platform and the Akixi license level for your site. Please refer to the Platform Compatibility Matrix for further details.

Benefits



Monitor call queues and KPIs in real time.



Round-the-clock visibility of your contact operations.



Vibration and sound alerts on your mobile device when threshold alarms are activated on your wallboards.



Control your agents' statuses instantly, optimising resources for an ultra-responsive customer experience.

Accessing the App

1. Search Akixi on the Google Play Store or App Store.
2. Install and open the application.
3. Enter your Akixi server URL, user name and password. These are the same credentials used to log into the Akixi Service portal from your browser.

What Users Are Saying

"Definitely the bee's knees! Now I can verify my site's status wherever required... No more party mice when this cat is away!"



"A convenient way to keep eyes on things when out and about."



"A MUST have app. Neat, simple and easy to monitor your telephony system business statistics on the move."



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