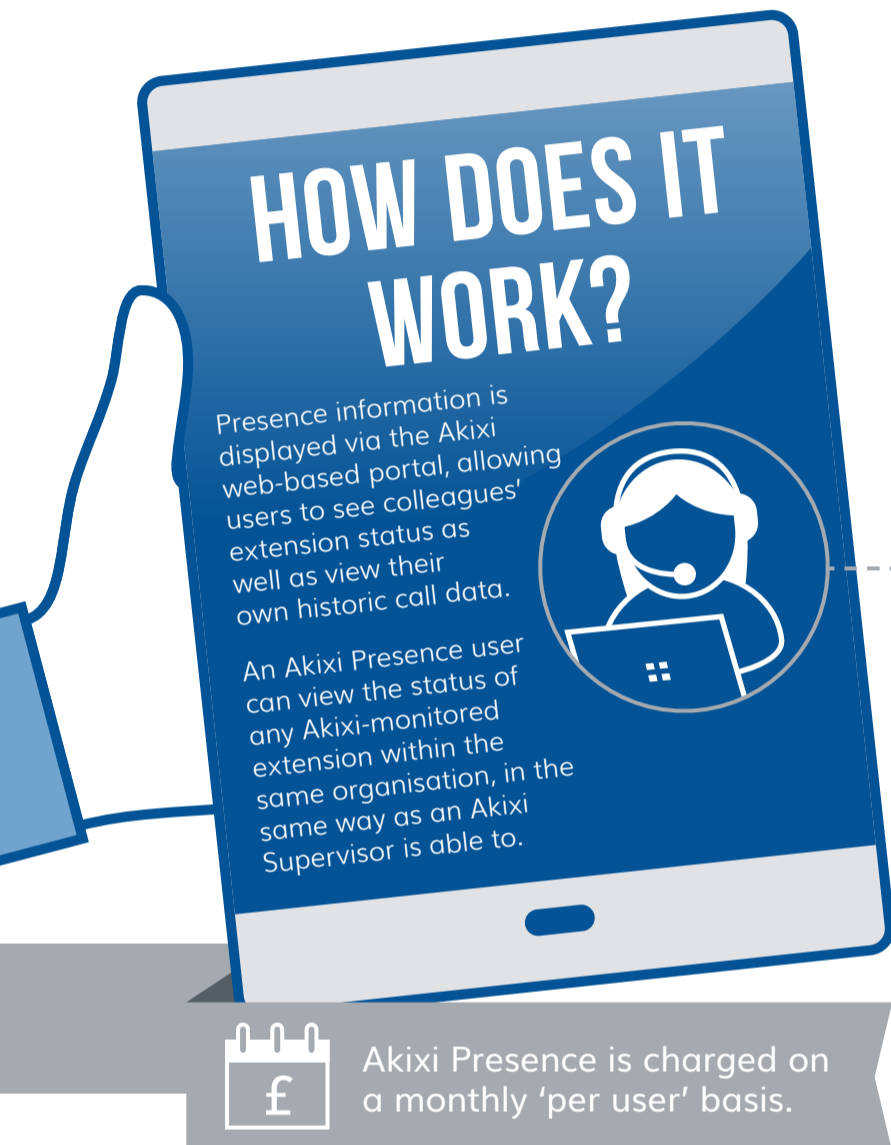


WHAT IS AKIXI PRESENCE?


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

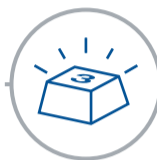


HOW DOES IT WORK?

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

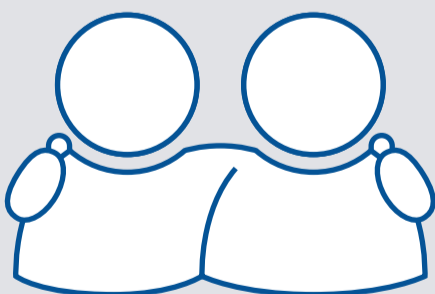


Historic Call List

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.