



# ANALYTICS ON THE MOVE WITH THE AKIXI APP

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



## App Features

### Wallboards:

With the app, Akixi Supervisors can access real-time call statistics on their wallboards from mobile devices, anytime, anywhere. The app offers a highly visual display with options for sound notifications and vibration alerts when alarms are triggered - perfect if you are in a meeting, on the road or working remotely.

### ACD Agent Reporting and Control:

The app also includes the option for enhanced functionality with ACD agent reporting and control. With this option enabled, Akixi Supervisors have the added benefit of being able to view real-time ACD agent statistics and BLF reports, as well as the ability to control an agent's status, for example, signing them in/out of call queues and changing their Not-Available codes.

To activate this enhanced functionality, simply log on to Akixi as an Administrator and enable the 'Enhanced Mobile App Features' for the specific Akixi Supervisor.

## 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."



## Get in Touch:

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