

WELCOME TO AKIXI

Award-winning call analytics for
tomorrow's leading businesses



GIVE YOUR CONTACT STRATEGY THE AKIXI FACTOR

If telephone contact plays a key role in your business, Akixi can give you a truly transformative edge. Our cloud-based call analytics and call management services lead the industry in both innovation and value, offering unprecedented insight into how your contact processes are working, and how you can optimise them for a game-changing, ultra-responsive customer experience.



Understand your business as never before



See what happens to calls from beginning to end



Optimise resources and costs



Deliver outstanding customer service

What we offer

Akixi's portfolio of wallboards, reports and value-added features is vast and varied, providing maximum scope to customise our service to your exact needs – whether you're a small business or running several call centres in multiple locations.

You'll enjoy maximum visibility and control with a choice of over 200 sets of historic and real time statistics, brought to life with easy-to-assimilate charts, dials and alarms.

Our **digital wallboards** (available with **Akixi 1000** and **2000**) can be configured to show the precise metrics you need, and are displayable via desktop, laptop, tablet and smartphone, and even certain handsets to fine-tune your contact strategy and motivate teams.

Waiting Now	Waiting Call Value	Inbound Abandoned	Inbound Answered
1	£50	450	2473
Abandoned Call Cost	% Service Level	Strike Rate (In)	Inbound Answered Value
£22,500		5	£123,650
Answered Now	Inbound Calls	Longest Waiting Now	Avg Talk Time
4	2923	00:00:35	00:01:39



CHOOSE THE SERVICE LEVEL THAT SUITS YOUR BUSINESS

	AKIXI LITE	AKIXI 1000	AKIXI 2000
 Historic call logging and reporting	✓	✓	✓
 Cradle-to-grave call visibility	✓	✓	✓
 Trend analysis by timeframe	✓	✓	✓
 Scheduled reporting	✓	✓	✓
 Real-time call analytics		✓	✓
 Wallboard app (Android and iOS)		✓	✓
 Abandoned call recovery		✓	✓
 Monitor extension activity		✓	✓
 Call control		✓	✓
 Extension BLF view		✓	✓
 Alarms for key performance metrics		✓	✓
 1000 wallboard		✓	✓
 Analysis by Hunt Group			✓
 ACD statistics			✓
 ACD agent BLF view			✓
 Status analytics for 'Do Not Disturb' and 'Agent Not Available'			✓
 Calls by Account Code statistics			✓
 2000 wallboard			✓
 Akixi Presence		○	○
 Call recording plug-in	○	○	○

✓ Standard feature ○ Optional Bolt-on

RELIABILITY AND CONVENIENCE – THE POWER OF THE CLOUD



As a cloud-based service, Akixi offers certain clear advantages. It's highly scalable – from as few as two users to as many as 10,000, with updates and enhancements occurring automatically. It's also quick and easy to set up, with no additional hardware, software or capital expenditure required.



Your Akixi service can be accessed, managed and customised to the needs of your business through your dedicated client portal, or you can view your wallboard on the new Akixi app. This gives you the flexibility to manage operations from anywhere in the world through a desktop, laptop, tablet or smartphone.



Paying for Akixi is equally convenient. Instead of a long-term contract, there is a simple monthly per-user charge.





“OUR MISSION IS TO PROVIDE MARKET-LEADING REAL-TIME CALL ANALYTICS, ENABLING COMPANIES GLOBALLY TO MAKE INSIGHT-DRIVEN DECISIONS WHILE DELIVERING OUTSTANDING CUSTOMER SERVICE.”





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