media 9
connected cloud solutions

Akixi & Dubber

Best of breed call recording and analytics solution

A seamless integration of Dubber and Akixi has created a best of breed technology package of native cloud call recording and intelligent analytics services, now available to Service Providers for the first time.

A cloud based call recording solution that offers unlimited scalability is available for rapid deployment, in partnership with an intelligent call analytics service that offers over 200 statistics, including call duration, wait time, talk time, hold time etc. Recorded data can be intelligently browsed and located using service based criteria. Dubber and Akixi together now provide a fully comprehensive solution offering analysis of customer interactions.

Cradle to grave recording retrieval

With Dubber and Akixi users can track every step of the call and find and retrieve a recording from any particular part of a call.
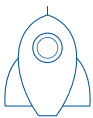
Single portal log in

Easy, single sign-in platform for your Dubber and Akixi solution. This provides a complete and innovative call recording & analytics solution.

Enhanced search interface

There are over 50 search metrics that can be used to find a specific call. This allows seamless searching, improving user productivity.
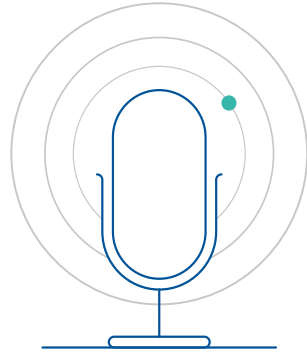
Instant availability

Real time call recording reporting tool with no delays from the completion of a call segment.

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Dubber

Dubber is the world's most scalable call recording service that enables users to record, save, replay and interact with their calls like never before. Dubber's call recording from a native cloud platform has revolutionised telephony technology. Its unlimited scalability, no upfront costs and true SaaS offering enables service providers and customers to use and benefit from call recording like never before.

Akixi

Akixi provides advanced cloud based call management and call centre reporting services to both PBX and VoIP providers. There are over 200 sets of historical and real time call statistics, dials, alarms, charts and desktop 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.