



Hosted Call Management and Contact Centre Reporting

Do you know how many calls you are getting?
Do you know how they are being handled or who is handling them?

Whether you are managing telephony resources where each call you receive is genuinely important to you or have a formal Call Centre where call handling is mission critical, Akixi is now able to deliver a comprehensive reporting service that will enable you to accomplish your service level objectives with the following benefits:

- **No server on site** - Enables multi-site monitoring and supports business continuity
- **Real-time stats** - Provides wall boards with real-time traffic information and alarms to ensure critical routes into the business are constantly monitored
- **Accessible from any internet-enabled device** - Use the service via traditional desktop devices or monitor on the go through your mobile
- **Push reporting and alarms** - Customisable push reporting and alarms to ensure business-critical metrics are always available
- **Cradle-to-grave reporting** - Monitor a call throughout its path by seeing every divert leg and call detail, easily and accurately segmented for identification
- **Track after-hours calls** - Highlight suspicious activity or unauthorised calling
- **Abandoned call recovery** - Missed a call? See instantly if it has been returned
- **Activity and extension activity monitoring** - Quickly and easily monitor key extension or call routes to ensure maximum efficiency

Description	Unit	In	Ans	Abd	Task Time	Est %	Avg %	Tel No	Dir
Abigail Longstaff	121	73	31		01:15:23	00:01:34			
Amelia Turner	65	29	21		00:07:53	00:01:44			
Anna Thomas									
Erin West									
Ethan Cross									
James Perry									
John Jones									
Isabella Smith									
Jack Brown									
John Wilson									
Kate Price									
Liam O'Shea									
Helen Jones									
Ryan O'Rourke									

Waiting Now	Answered Now	Max Wait Time	Longest Waiting
1	5	00:02:47	00:00:19
Inbound Calls	Inbound Abandoned	Avg Abandoned Time	Avg Answer Time
2476	393	00:00:21	00:00:25
% Service Level	% Inbound Abandoned	Avg Talk Time	Active Calls
13.5%	15.9%	00:01:38	6

Akixi call logging and Wallboard

How Akixi helps businesses

- Make informed decisions that instantly improve customer service
- Monitor the time it takes to answer a call, and manage these calls more efficiently
- Analyse internal call patterns to ensure callers are taking the minimum number of steps to speak to who they need
- Track the number of abandoned calls, with the ability to call them back
- Ensure your resources are allocated best by having the right number of staff at all times – combating call peaks and troughs
- Instantly generate key reports for meetings and reviews