Akixi Call Reporting, Analytics & Management

Inclarity partners with Akixi to give you greater insight into your business communications

Improve the efficiency and consistency of your company's communications strategy, with flexible and scalable call management solutions for every size of business. Increase workforce productivity with a portfolio of service levels and bolt-on options, from basic logging of historic calls to complete contact centre agent analytics.

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

Inclarity has been in partnership with Akixi since 2013 to provide their customers and reseller channels with an advanced cohesive hosted telephony call management and reporting service.

- **Abandoned call recovery:** Identify how many sales enquiries you're missing every day

- **Calls/contacts by time/day:** Discover when your inbound communications peak is and ensure your teams are sufficiently resourced to cope

- **Financial statistics:** Assign estimated order values to successful inbound and outbound calls, specifying a call strike rate, and you will then see the potential revenue in the queue of calls waiting

- **Wallboards:** All with highly customisable tiles

- **Reporting:** Schedule customised reports to be emailed directly to your inbox

- **Service level:** choose the one that suits your business: Akixi Lite, 1000 or 2000

- **Analytics on the move:** The mobile app allows you to view your wallboards from your smartphone. Call centre managers can also view and control their agents' activity from within the app.

- Understand your busines as never before

- Monitor your comms from beginning to end

- Optimise resources and costs

- Deliver outstanding customer service

From SMBs to worldwide enterprises, choose the level your business requires

Akixi Lite - Akixi Lite is the perfect introductory call logging software for businesses which require a historic cradle-to-grave call reporting service but do not need a real-time reporting solution. Affordable, flexible and easy to use, Akixi Lite offers scheduled reports and trend analysis by multiple intervals such as calls by half-hour, and calls per day, per week and per month.

Akixi 1000 - Akixi 1000 includes real-time call analytics, giving you greater insight into your call operations and helping you manage your telephone resources and usage more effectively. Akixi's comprehensive reporting functionality allows you to scrutinise and analyse your call traffic more deeply, including the Unreturned Lost Calls report which gives you the opportunity to minimise potential lost revenue. Akixi 1000 also allows you to view your reports in list, chart or BLF view.

Akixi 2000 - The Akixi 2000 call reporting software provides businesses with an advanced call management and analytics solution, including all the Akixi 1000 features, whilst incorporating the addition of call centre agent reporting, group reporting and account/disposition codes. This enables supervisors to successfully manage call centre operations with improved efficiency.

With Akixi reports, you can see how many enquiries your business is missing

Wallboard By equipping your business with a customisable Akixi wallboard, your company benefits from a highly visual real-time overview of your team's performance against business KPIs, putting you in a much stronger position for achieving both short-term and long-term goals. Display real-time call statistics in large individual tiles where each statistic can have a specifically configured alarm. Akixi wallboards (available with Akixi 1000 and 2000) can be configured to show the precise metrics you need. They are available on any internet-enabled device via a browser or the Akixi mobile app.

Akixi Mobile App The Akixi mobile app is available on Android and iOS devices, giving Akixi 1000 Supervisors the ability to view wallboards and Akixi 2000 and 3000 Supervisors the additional functionality to monitor and control agents on the go.

Call Recording Plug-In As Inclarity partners with both Akixi and Dubber (or call recording services) we can enable customers with a call recording plug-in that provides an intelligent cloud call recording solution. Available on all Akixi service levels, it provides cradle-to-grave call recording retrieval, instant call recording availability and an enhanced search interface.

Example of a doctor's surgery wallboard
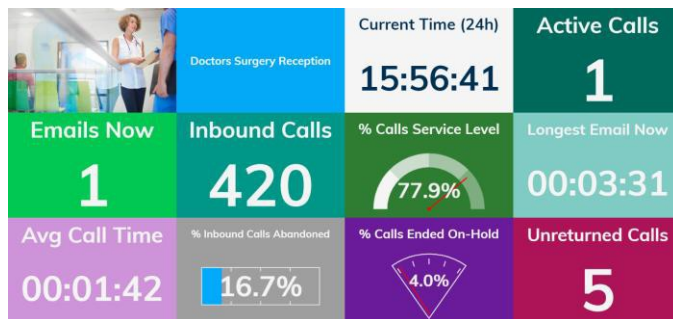
Charts available on wallboards, PC, tablet and mobile format

Choose the level of service that suits your business

Akixi Features	Akixi Lite	Akixi 1000	Akixi 2000
Historic call logging and reporting	Y	Y	Y
Cradle-to-grave call visibility	Y	Y	Y
Trend analysis by timeframe	Y	Y	Y
Schedule reporting	Y	Y	Y
Dashboard view	Y	Y	Y
Reporting API	Y	Y	Y
Mobile app (Android and iOS)	Y	Y	Y
Analysis by group/queue	Y	Y	Y
Wallboard		Y	Y
Real-time analytics		Y	Y
Abandon call recovery		Y	Y
Monitor extension activity		Y	Y
Call control		Y	Y
BLF view		Y	Y
Alarms for key performance metrics		Y	Y
List view		Y	Y
Chart view		Y	Y
Financial statistics		Y	Y
Agent reporting and control			Y
Account/disposition code statistics			Y
Call recording plug-in	O	O	O

O Optional bolt-on