

# WELCOME TO AKIXI

Award-winning call and contact analytics



# GIVE YOUR CONTACT STRATEGY THE AKIXI FACTOR

If customer contact plays a key role in your business, Akixi can give you a truly transformative edge. Our cloud-based call and contact analytics 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



Monitor your communications 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 team or running several contact centres in multiple locations.

You'll enjoy maximum visibility and control with a choice of over 400 sets of historic and real-time statistics, brought to life with easy-to-assimilate charts, dials and alarms.

Our wallboards (available with Akixi 1000, 2000 and 3000) can be configured to show the precise metrics you need, and are available on any internet-enabled device via a browser or the Akixi mobile app, to fine-tune your contact strategy and motivate teams.



# CHOOSE THE SERVICE LEVEL THAT SUITS YOUR BUSINESS

	<b>AKiXi</b> LITE	<b>AKiXi</b> 1000	<b>AKiXi</b> 2000	<b>AKiXi</b> 3000
 Historic call logging and reporting	✓	✓	✓	✓
 Cradle-to-grave call visibility	✓	✓	✓	✓
 Trend analysis by timeframe	✓	✓	✓	✓
 Scheduled reporting	✓	✓	✓	✓
 Dashboard View	✓	✓	✓	✓
 Report API	✓	✓	✓	✓
 Mobile app (Android and iOS)	✓	✓	✓	✓
 Real-time call analytics		✓	✓	✓
 Abandoned call recovery		✓	✓	✓
 Monitor extension activity		✓	✓	✓
 Call control		✓	✓	✓
 BLF view		✓	✓	✓
 Alarms for key performance metrics		✓	✓	✓
 Wallboard		✓	✓	✓
 List view		✓	✓	✓
 Chart view		✓	✓	✓
 Financial statistics		✓	✓	✓
 Analysis by Hunt Group			✓	✓
 Agent reporting and control			✓	✓
 Account/disposition code statistics			✓	✓
 Omnichannel analytics				✓
 Omnichannel agent statistics				✓
 Omnichannel panel				✓
 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 Akixi mobile 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  
AND CONTACT ANALYTICS,  
ENABLING COMPANIES GLOBALLY  
TO MAKE INSIGHT-DRIVEN  
DECISIONS WHILE DELIVERING  
OUTSTANDING CUSTOMER SERVICE. ”**





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2019

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