

As well as Horizon reporting, Akixi offers more in-depth call management reporting and wall board integration in real-time.

Stay in control with the immediate insight into how your customer services can be improved, thereby taking advantage of every possible revenue lead whilst boosting your efficiency and productivity.

Historical Cradle to Grave Reporting

You can visually map the entire journey of a call, including call details such as diverts and holds.

Key Performance Alarms

This will automatically alert you when one of your pre-set objectives hasn't been met.

Abandoned Call Recovery

A feature which identifies whether your missed calls have been returned to avoid losing potential revenue.

Multi-site Tracking

Call tracking can be compared across all of your sites; the metrics aren't limited to analysing your offices separately.

Extension Busy Lamp Field

Handle your customer calls efficiently by understanding who is available or busy and for how long.



Device Accessibility

Your reported metrics can be viewed anywhere by a multitude of devices: P.C, MAC, Tablets, and Smartphones.

Trend Analysis

Monitor your call traffic trends at different time slots, such as within half an hour, each day, week or month.

Unauthorised Calling

Access reports that indicate suspicious, unauthorised or out-of-hours calls.

Push Reporting

Send reports straight to your email within half an hour, each day, week or month.

