



Product Report Samples

Clarity Through The Cloud

Waiting Now 	Answered Now 5	Inbound Calls 2514	Longest Waiting Now 
Inbound Answered 2162	Inbound Abandoned 352	% Inbound Abandoned 14.0%	Avg Call Time 00:01:49
Max Wait Time 	Avg Talk Time 00:01:39	Avg Answer Time (In) 00:00:25	Avg Abandoned Time 00:00:19

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This document contains sample reports of Akixi's products. Akixi is the first UK service provider to deliver Call Management and Call Reporting services to both PBX and Hosted VoIP providers alike. Akixi offers 200 sets of Real Time and Historical Statistics, dashboards and wallboards. Akixi's products include Akixi Lite, Akixi 1000, Akixi 2000 and Desktop Wallboard. The purpose of this document is to demonstrate how each product functions and the various report styles that are available for each user's preference. Akixi Lite offers a basic call logging service. Akixi 1000 helps you manage your telephony resources and usage efficiently. Akixi 2000 enables you to effectively manage your staff, campaigns and resources. Desktop Wallboards provide Real-Time statistic displays of business related activity that helps to motivate you and your team.





Akixi Lite – Historical Call Reports

The Akixi Lite offers a basic call logging service that includes historical call reports. It offers cradle to grave reporting, trend analysis by multiple intervals such as half hour, day and week.



Featured Reports

Historical Call List
Calls By Half Hour Interval
Calls By Day
Calls By Week



Historical Call List

See The Details Of Each Call Made Or Received And Search For Specific Calls By Criteria

S	Started (Dist)	Seg	TelNo (Clg)	Dev (Cld)	TelNo (Cld)	Dev (Off)	Dev Name (Off)	Ring (Dist)	Talk Time	Ans	Type
✓	25/06/2015 23:56:08	1/1	03498221614	403	01234567403	129	Tony Verbeten	00:00:19	00:03:39	Yes	Ext/In
✓	25/06/2015 23:56:27	1/1	07932735486	400	01234567400	121	Luke Cooley	00:00:18	00:03:27	Yes	Ext/In
✓	25/06/2015 23:58:47	1/1	06843611776	124	01234567124	124	Sophie Baxter	00:00:24	00:01:26	Yes	Ext/In
✗	26/06/2015 00:00:24	1/1	01729730193	408	01234567408	114	Alexander Steene	00:00:19	00:00:00	No	Ext/In
✓	26/06/2015 00:00:06	1/1	00881767562	406	01234567406	118	Amelia Turner	00:00:18	00:00:25	Yes	Ext/In
✓	25/06/2015 23:59:23	2/2	06313177639	407	01234567407	125	Matthew Biggs	00:00:31	00:01:19	Yes	Ext/In
✓	25/06/2015 23:58:04	1/1	06619618319	406	01234567406	108	Dylan Michaels	00:00:18	00:03:22	Yes	Ext/In
✓	26/06/2015 00:01:25	1/1	02030436751	409	01234567409	109	Isabella Smith	00:00:25	00:00:06	Yes	Ext/In
✓	25/06/2015 23:59:05	1/1	01918940410	400	01234567400	107	Ethan Crow	00:00:18	00:02:57	Yes	Ext/In
✓	25/06/2015 23:59:48	1/1	08456986449	405	01234567405	112	Benjamin Ford	00:00:00	00:02:45	Yes	Ext/In
✗	26/06/2015 00:02:26	1/1	06499312109	402	01234567402	107	Ethan Crow	00:00:13	00:03:27	No	Ext/In
✓	26/06/2015 00:01:07	1/1	03498221614	406	01234567406	110	Emma Thomas	00:00:18	00:01:38	Yes	Ext/In
✗	26/06/2015 00:03:03	1/1	06619618319	406	01234567406	107	Ethan Crow	00:00:12	00:00:31	No	Ext/In
✓	26/06/2015 00:00:43	1/1	05508738634	405	01234567405	117	Jake Wilkinson	00:00:06	00:02:38	Yes	Ext/In
✗	26/06/2015 00:03:46	1	06499312109	404	[Non DDI]	101	Abigail Longstaff	00:00:24	00:00:00	No	Ext/In
✓	26/06/2015 00:03:46	2/2	06499312109	404	[Non DDI]	117	Jake Wilkinson	00:00:36	00:00:06	Yes	Ext/In
✗	26/06/2015 00:04:28	1	05508738634	403	01234567403	101	Abigail Longstaff	00:00:25	00:03:27	No	Ext/In
✓	26/06/2015 00:02:08	1/1	09202314020	404	01234567404	114	Alexander Steene	00:00:12	00:02:45	Yes	Ext/In
✗	26/06/2015 00:04:47	1	01939679206	403	01234567403	104	Elie Berry	00:00:24	00:00:18	No	Ext/In
✓	26/06/2015 00:01:44	1/1	02030436751	400	01234567400	122	Tyler Sword	00:00:12	00:03:27	Yes	Ext/In
✗	26/06/2015 00:05:05	1	04341430765	400	01234567400	117	Jake Wilkinson	00:00:24	00:00:00	No	Ext/In
✓	26/06/2015 00:03:27	1/1	07932735486	402	01234567402	121	Luke Cooley	00:00:07	00:02:02	Yes	Ext/In
✓	26/06/2015 00:02:45	1/1	01918940410	401	01234567401	125	Matthew Biggs	00:00:06	00:02:57	Yes	Ext/In
✓	26/06/2015 00:04:04	1/1	06623290967	113	01234567113	113	Hannah Ferrari	00:00:37	00:01:13	Yes	Ext/In
✓	26/06/2015 00:05:23	1/1	06313177639	405	01234567405	101	Abigail Longstaff	00:00:06	00:01:44	Yes	Ext/In
✗	26/06/2015 00:06:49	1	03642845126	403	01234567403	122	Tyler Sword	00:00:24	00:00:43	No	Ext/In
✗	26/06/2015 00:07:07	1	06313177639	408	[Non DDI]	117	Jake Wilkinson	00:00:24	00:01:19	No	Ext/In
✓	26/06/2015 00:06:06	1/1	06623290967	401	01234567401	111	Katie Pink	00:00:12	00:01:20	Yes	Ext/In
✓	26/06/2015 00:06:24	1/1	02051892499	401	01234567401	109	Isabella Smith	00:00:19	00:01:13	Yes	Ext/In
✓	26/06/2015 00:05:05	2/2	04341430765	400	01234567400	108	Dylan Michaels	00:00:43	00:02:14	Yes	Ext/In
✓	26/06/2015 00:05:48	1/1	03642845126	404	01234567404	110	Emma Thomas	00:00:06	00:02:32	Yes	Ext/In

This report style **generates a historic list of call records for call segments that have already ended**. The list can display one or more entries for the same underlying call, for each segment of the call that was transferred or diverted between different locations in the telephone system. Historical Call List **can be run against any date/time option** and **offers cradle-to-grave reporting**.

TIP: When this style is run for the "Real-Time" date/time option, newly ending segments of active calls are automatically appended to the end of the generated report output as they terminate on the telephone system.



Calls By Half Hour Interval

Shows How Busy You Are During Different Times Of The Day

Interval	In	In Ans	In Abnd	OvrFd Off ^	Out	Out Ans	Max Wait	Avg Wait	Avg Abnd	% Svc	Tot Tlk	Avg Tlk
07:00:00 - 07:29:59	90	75	15	0	0	0	00:00:55	00:00:24	00:00:21	13.3%	02:06:42	00:01:41
07:30:00 - 07:59:59	78	73	17	0	0	0	00:00:48	00:00:20	00:00:16	16.7%	02:06:26	00:01:43
08:00:00 - 08:29:59	92	78	12	0	0	0	00:00:49	00:00:20	00:00:19	17.8%	02:16:47	00:01:45
08:30:00 - 08:59:59	82	75	15	7	74	49	00:01:56	00:00:24	00:00:20	16.7%	02:04:26	00:01:39
09:00:00 - 09:29:59	110	77	13	15	80	59	00:02:14	00:00:24	00:00:17	16.7%	02:08:46	00:01:40
09:30:00 - 09:59:59	96	76	14	14	83	75	00:00:48	00:00:23	00:00:16	12.2%	02:01:40	00:01:36
10:00:00 - 10:29:59	86	81	9	6	71	38	00:00:48	00:00:24	00:00:16	13.3%	01:59:10	00:01:28
10:30:00 - 10:59:59	111	79	11	2	90	50	00:01:38	00:00:24	00:00:34	15.6%	02:11:16	00:01:39
11:00:00 - 11:29:59	88	83	7	10	50	22	00:02:02	00:00:26	00:00:16	13.3%	02:24:28	00:01:44
11:30:00 - 11:59:59	93	74	16	12	90	76	00:00:50	00:00:23	00:00:19	13.3%	02:03:39	00:01:40
12:00:00 - 12:29:59	83	80	10	8	82	47	00:01:43	00:00:26	00:00:34	10.0%	02:09:36	00:01:37
12:30:00 - 12:59:59	91	75	15	7	55	23	00:00:49	00:00:22	00:00:19	13.3%	02:11:10	00:01:44
13:00:00 - 13:29:59	96	80	10	11	82	50	00:02:21	00:00:25	00:00:27	18.9%	02:20:10	00:01:45
13:30:00 - 13:59:59	99	70	20	14	90	71	00:00:55	00:00:24	00:00:18	10.0%	01:56:00	00:01:39
14:00:00 - 14:29:59	82	76	14	12	76	47	00:00:50	00:00:23	00:00:16	14.4%	02:04:53	00:01:38
14:30:00 - 14:59:59	108	78	12	8	82	23	00:01:13	00:00:27	00:00:20	8.9%	02:05:41	00:01:36
15:00:00 - 15:29:59	97	71	19	11	90	50	00:01:01	00:00:22	00:00:19	15.6%	02:00:06	00:01:41
15:30:00 - 15:59:59	85	76	14	6	50	22	00:00:49	00:00:20	00:00:13	17.8%	02:14:14	00:01:45
16:00:00 - 16:29:59	91	82	8	9	83	38	00:01:37	00:00:23	00:00:14	11.1%	02:25:17	00:01:46
16:30:00 - 16:59:59	103	76	14	1	55	50	00:00:49	00:00:21	00:00:12	14.4%	01:57:21	00:01:32
17:00:00 - 17:29:59	86	47	7	7	54	22	00:00:49	00:00:22	00:00:18	14.8%	01:23:13	00:01:46

This report style **displays a list of ½ hour intervals** that exist within the starting and ending duration that the corresponding report is run against. When the report is being run across multiple days, a single ½ hour interval is displayed to represent all calls occurring within that specific interval for any day included within the specified date/time range.

Call statistics are displayed against each item. **Dynamic row highlighting is supported for the last rows displayed against Real-Time variants** of the report, based on whether active calls which started in those ½ hour intervals are currently being alerted or answered.

TIP: This is useful when viewing general call trends over the different times of the day across an entire reporting period



Calls By Day/Week

Compares Statistics Over Different Days/Weeks In A Period

Interval ^	In	In Ans	In Abnd	OvrFd Off	Out	Out Ans	Max Wait	Avg Wait	Avg Abnd	% Svc	Tot Tlk	Avg Tlk
06/22/2015	4320	3672	648	7	627	369	00:02:44	00:00:23	00:00:21	14.6%	102:27:21	00:01:40
06/23/2015	4627	3669	651	2	642	320	00:02:56	00:00:23	00:00:20	14.4%	101:45:13	00:01:39
06/24/2015	8276	3690	633	6	1215	633	00:02:37	00:00:24	00:00:20	13.0%	104:16:48	00:01:41
06/25/2015	6514	3827	630	4	2367	827	00:03:01	00:00:20	00:00:22	15.1%	102:21:18	00:01:39
06/26/2015	4651	3679	641	2	2757	915	00:02:36	00:00:36	00:00:20	13.3%	100:08:50	00:01:37
06/27/2015	4320	3678	642	8	693	323	00:02:45	00:00:24	00:00:21	14.3%	101:20:22	00:01:39
06/28/2015	4315	3693	627	15	2648	827	00:02:57	00:00:15	00:00:21	14.3%	104:21:21	00:01:41
	30243	25771	4472	72	10722	4243	00:03:01	00:00:24	00:00:20	14.1%	716:41:13	00:01:40
Interval ^	In	In Ans	In Abnd	OvrFd Off	Out	Out Ans	Max Wait	Avg Wait	Avg Abnd	% Svc	Avg Tlk	
06/01/2015 To 06/07/2015	30472	25591	4649	18	14484	4721	00:03:03	00:00:24	00:00:21	14.6%	00:01:40	
06/08/2015 To 06/14/2015	30240	25622	4618	24	12562	10283	00:03:03	00:00:22	00:00:18	14.3%	00:01:40	
06/15/2015 To 06/21/2015	30618	25756	4484	21	16182	5756	00:02:57	00:00:24	00:00:17	14.4%	00:01:41	
06/22/2015 To 06/28/2015	17283	14721	2562	49	15622	5591	00:03:01	00:00:40	00:00:21	14.3%	00:01:40	
	108003	91690	16313	132	69132	26313	00:03:03	00:00:24	00:00:21	14.4%	00:01:40	

Calls By Day/Week **displays a list of weekly intervals** that exist within the starting and ending duration that the corresponding report is run against. **Call statistics are displayed** against each item. This report type **can be run against any date/time option**.

TIP: It is advised not to run it in the "Real-Time" duration option as the corresponding report will then only show statistics for the current day.

TIP: Reports that are run across weekly intervals may take several minutes to complete due to the amount of call traffic previously generated on the telephone system within that period.

Akixi 1000 - The Dashboard For Your Business

The Akixi 1000 Business Dashboard will help you manage your telephony resources and usage very cost effectively. Comprehensive reports allow you to scrutinise and analyse your customers, supplier contacts and staff historically in Real Time.

Featured Reports

- Unreturned Lost Calls
 - Extension List
 - Extension BLF
- Trunk Interface List
- Calls By Telephone Number
 - Calls By DDI
- Active Call List
- External Content (Via URL)
- 1000 Wallboard



Unreturned Lost Calls

Recover Potential Lost Revenue And Helps Improve Service By Returning Abandoned Calls

S	Started (Dist)	Seg	TelNo (Clg)	TelNo (Clid)	Dev Name (Off)	Ring (Dist)	Returned At
✓	29/06/2015 16:41:46	1/1	06526090949	[Non DDI]	Abigail Longstaff	00:00:06	29/06/2015 16:58:43
✓	29/06/2015 16:46:28	1/1	06499312109	01234567400	Holly Jason	00:00:06	29/06/2015 16:59:44
✓	29/06/2015 16:47:23	1/1	00004112620	01234567405	Max Norton	00:00:06	29/06/2015 16:48:25
✓	29/06/2015 16:48:43	1/1	06843611776	01234567404	Callum McQueen	00:00:06	29/06/2015 16:59:14
✗	29/06/2015 16:51:04	1/1	06619618319	01234567402	Emma Thomas	00:00:12	
✓	29/06/2015 16:51:28	1/1	06499312109	01234567407	Elie Berry	00:00:06	29/06/2015 16:59:44
✗	29/06/2015 16:53:24	1/1	06619618319	[Non DDI]	Callum McQueen	00:00:18	
✓	29/06/2015 16:54:49	2/2	03312303896	[Non DDI]	Holly Jason	00:00:30	29/06/2015 17:07:52
✓	29/06/2015 16:55:49	1/1	06843611776	01234567402	Callum McQueen	00:00:18	29/06/2015 16:59:14
✗	29/06/2015 17:05:03	1/1	06843611776	01234567404	Sophie Baxter	00:00:06	
✗	29/06/2015 17:06:46	2/2	02051883100	01234567407	Oscar Higareda	00:00:36	
✗	29/06/2015 17:08:47	1/1	02051883100	01234567407	Holly Jason	00:00:06	

This report type **generates a list of external inbound abandoned calls**. When abandoned calls have been received where a subsequent return call to the outside party has been successfully made or when and if the external party calls again and the call has been successfully answered, these are then automatically removed from the generated list.

Unreturned Lost Calls also **supports row highlighting** to demonstrate whether abandoned calls have been returned when running the "Real-Time" duration option.

TIP: This is most useful when running the "Real-Time" date/time option. The abandoned call list is immediately updated when a new abandoned call is generated on the telephone system or when a successful return call is made to a previously abandoned caller.

Extension List

See Who Is Making And Receiving Calls And How Efficient They Are

S	Device	Description	In	In Ans	Out	Out Ans	Adv	Tot Tlk	Avg Tlk	Calls	Tel No	Type/Dir	UnAns Time	Talk Time	Acc Code
129		Tony Verbeten	101	61	91	84	30	01:46:11	00:01:44	0					
128		Alan Fulbrook	147	91	123	91	35	02:43:47	00:01:47	0					
127		Oscar Higareda	123	72	82	53	34	01:50:27	00:01:32	1	06619618319	Ext/In (ACD)	00:00:05	00:02:57	
126		Jayden Hayhurst	80	53	53	24	17	01:40:32	00:01:53	1	06499312109	Ext/In (ACD)	00:00:23	00:01:57	
125		Matthew Biggs	84	49	87	76	25	01:15:33	00:01:32	0					
124		Sophie Baxter	59	36	54	40	16	00:53:51	00:01:29	0					
123		Callum McQueen	149	90	40	34	40	02:34:03	00:01:42	1	01729730193	Ext/In (ACD)	00:00:08		
122		Tyler Sword	98	59	72	40	25	01:50:53	00:01:52	0					
121		Luke Cooley	62	37	82	37	12	00:56:53	00:01:32	1	06843611776	Ext/In	00:00:06	00:01:20	
120		Olivia O'Grady	123	76	101	87	32	02:00:10	00:01:34	0					
119		Max Norton	88	60	60	20	20	01:27:06	00:01:27	0					
118		Amelia Turner	118	62	74	69	40	01:41:40	00:01:38	0					
117		Jake Wilkinson	87	54	62	42	26	01:33:19	00:01:43	0					
116		Liam Dixon	123	72	102	87	32	02:06:35	00:01:45	0					
115		Ryan O'Rourke	123	82	74	51	24	02:17:49	00:01:40	1	06499312109	Ext/In	00:00:36	00:00:32	
114		Alexander Steene	102	76	87	69	18	01:34:30	00:01:14	0					
113		Hannah Ferrari	118	74	110	62	33	01:41:15	00:01:22	0					
112		Benjamin Ford	61	42	69	66	12	01:07:40	00:01:36	0					
111		Katie Pink	115	74	110	74	28	01:52:26	00:01:31	0					
110		Emma Thomas	110	62	70	33	39	01:37:44	00:01:34	0					
109		Isabella Smith	113	69	102	62	31	02:14:12	00:01:56	0					
108		Dylan Michaels	107	66	118	102	28	01:43:24	00:01:34	0					
107		Ethan Crow	74	54	82	40	14	01:40:21	00:01:51	1	06499312109	Ext/In (ACD)	00:00:05	00:00:14	
106		Holly Jason	86	61	50	32	9	01:33:50	00:01:32	0					
105		Jacob Call Now		63	74	28	35	01:42:20	00:01:37	0					
104		Elie Mega		82	82	53	43	02:17:22	00:01:40	1	03432556448	Ext/In (ACD)	00:00:06	00:00:20	
103		Mega		70	110	74	15	02:04:02	00:01:46	0					

Extension List shows a list of all internal devices in a table excluding Trunk & Hunt group devices.

Call statistics are displayed against each item. This report style also supports dynamic row highlighting based on the corresponding device's call state when running the "Real-Time" date/time option.



Extension BLF - Presence

See The Status Of Your Colleagues So That You Can Efficiently Manage Calls

Abigail Longstaff	Alan Fulbrook	Alexander Steene	Amelia Turner	Benjamin Ford	Callum McQueen
Dylan Michaels	Elie Berry	Emma Thomas	Erron West	Ethan Crow	Hannah Ferrari
Holly Jason	Isabella Smith	Jacob Brown	Jake Wilkinson	Jayden Hayhurst	Katie Pink
Lewis Stone	Liam Dixon	Luke Cooley	Matthew Biggs	Max Norton	Megan Jones
Olivia O'Grady	Oscar Higareda	Ryan O'Grady	Tony Verbeten	Tyler Sword	

Statistic	Value
Device Status Icon	
Device Name ▲	Luke Cooley
Inbound Calls	140
Outbound Calls	0
Total Talk Time	02:24:32
Call's Telephone No	06499312109
Call's Type/Direction	Ext/In (ACD)
Call's Ring Time	00:00:18
Call's Talk Time	00:00:52
Avg Talk Time	00:01:32
Call's Account Code	

This report style **shows a list of all internal devices in a summary icon view.**

Call statistics can be displayed by hovering the mouse over an icon.

Extension BLF also **supports dynamic row highlighting and alerts** based on the corresponding device's call or alert statistic state when running the "Real-Time" date/time option.

Trunk Interface List

Determines How Efficiently Your Lines Are Being Used And If You Are Under Or Over Equipped

Device	Description	Waiting	Lng Wait	Out Alrt	Ans Now	Active	In	In Ans	Out	Out Ans	Out Fail	Tot Tlk	Avg Tlk	Avg Wait	Avg Rng (Out)	Max Wait	Tot Rng
7801	ISDN	2	00:01:09	0	1	1	15	9	34	21	13	00:47:05	00:01:34	00:00:03	00:00:30	00:00:12	00:18:05
7802	ISDN	3	00:02:08	0	1	1	2	2	16	15	1	00:45:05	00:02:39	00:00:04	00:00:22	00:00:04	00:06:05
7803	ISDN	0	00:00:00	0	1	1	18	11	15	10	5	00:33:45	00:01:36	00:00:04	00:00:28	00:00:15	00:08:34
7804	ISDN	1	00:00:42	0	1	1	5	4	10	7	3	00:33:10	00:03:00	00:00:04	00:00:24	00:00:11	00:04:25
7805	ISDN	2	00:01:34	0	1	1	7	4	11	11	0	00:32:31	00:02:10	00:00:05	00:00:19	00:00:11	00:04:17
7806	ISDN	0	00:00:00	0	1	1	7	5	10	7	3	00:27:37	00:02:18	00:00:04	00:00:33	00:00:10	00:06:08
7807	ISDN	5	00:02:39	0	1	1	1	1	10	6	4	00:08:03	00:01:09	00:00:01	00:00:35	00:00:01	00:05:51
7808	ISDN	3	00:02:10	0	1	1	0	0	3	0	3	00:00:00	00:00:00	00:00:00	00:00:40	00:00:00	00:02:00
7809	ISDN	2	00:01:36	0	1	1	2	1	1	0	1	00:00:42	00:00:42	00:00:10	00:00:25	00:00:15	00:00:46
7810	ISDN	1	00:00:42	0	1	1	0	0	1	1	0	00:02:08	00:02:08	00:00:00	00:00:03	00:00:00	00:00:03
7811	ISDN	1	00:00:59	1	0	1	1	1	2	2	0	00:02:58	00:00:59	00:00:02	00:00:33	00:00:02	00:01:09
7812	ISDN	0	00:00:00	0	0	0	0	0	1	0	1	00:00:00	00:00:00	00:00:00	00:00:18	00:00:00	00:00:18
7813	ISDN	0	00:00:00	0	0	0	0	0	1	0	1	00:00:00	00:00:00	00:00:00	00:00:39	00:00:00	00:00:39
7814	ISDN	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
7815	ISDN	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
7816	ISDN	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
7817	ISDN	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
7818	ISDN	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
7819	ISDN	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
7820	ISDN	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		20	00:13:10	1	10	11	58	38	115	80	35	03:53:04	00:01:58	00:00:04	00:00:28	00:00:15	00:58:20

Trunk Interface List displays a list of the application's configured trunk device & trunk gateway devices with call statistics shown against each item.

Dynamic row highlighting is supported for Real-Time variants of the report, based on whether calls originating on the corresponding trunk are currently being alerted or answered.



Calls By Telephone Number

Shows You The Numbers That Call You And Those You Call Most Frequently

Tel No ^	In	In Ans	Out	Out Ans	Out Fail	Tot Tlk	Avg Tlk	Avg Wait	Avg In Ans	Avg Abnd	Max Wait	Tot Rng
00004112620	83	73	110	88	22	01:49:34	00:01:30	00:00:24	00:00:25	00:00:17	00:02:18	00:34:17
00881767562	91	72	78	70	8	02:00:06	00:01:40	00:00:24	00:00:25	00:00:19	00:00:55	00:36:33
01729730193	84	69	86	72	14	01:47:48	00:01:33	00:00:22	00:00:24	00:00:16	00:00:49	00:31:58
01918940410	78	65	91	84	7	02:01:50	00:01:52	00:00:21	00:00:22	00:00:16	00:00:49	00:27:54
01939679206	92	70	76	70	6	01:40:46	00:01:26	00:00:22	00:00:22	00:00:20	00:00:49	00:34:13
02030436751	82	63	111	84	27	01:57:53	00:01:52	00:00:24	00:00:24	00:00:24	00:01:56	00:33:13
02051892499	110	99	73	65	8	02:40:32	00:01:37	00:00:23	00:00:23	00:00:17	00:01:01	00:42:11
02415378272	96	84	72	67	5	02:24:49	00:01:43	00:00:24	00:00:25	00:00:19	00:01:50	00:39:41
03312303896	86	72	93	83	10	02:06:15	00:01:45	00:00:22	00:00:22	00:00:22	00:00:49	00:31:41
03432556448	111	83	83	65	18	02:25:25	00:01:45	00:00:25	00:00:25	00:00:25	00:01:42	00:46:20
03498221614	88	72	108	91	17	02:17:56	00:01:54	00:00:24	00:00:25	00:00:22	00:00:49	00:36:15
03642845126	93	76	103	86	17	02:12:01	00:01:44	00:00:23	00:00:22	00:00:28	00:01:43	00:36:55
04341430765	83	67	69	67	2	01:44:03	00:01:33	00:00:24	00:00:25	00:00:23	00:00:49	00:34:11
05508738634	91	78	97	83	13	01:47:35	00:01:22	00:00:25	00:00:25	00:00:23	00:01:50	00:38:18
05773791250	96	91	108	83	25	02:11:55	00:01:26	00:00:23	00:00:24	00:00:15	00:00:49	00:38:01
06313177639	99	81	85	71	13	02:21:18	00:01:44	00:00:22	00:00:23	00:00:16	00:00:49	00:37:05
06499312109	82	69	96	77	19	01:51:57	00:01:37	00:00:23	00:00:24	00:00:17	00:00:49	00:31:51
06526090949	108	97	51	23	28	02:42:27	00:01:40	00:00:25	00:00:25	00:00:27	00:01:32	00:46:02
06619618319	97	83	91	78	13	02:23:21	00:01:43	00:00:26	00:00:26	00:00:27	00:02:06	00:42:29
06623290967	85	71	67	50	17	01:49:10	00:01:32	00:00:24	00:00:25	00:00:19	00:01:56	00:34:29
06843611776	91	75	96	75	22	02:03:41	00:01:38	00:00:22	00:00:22	00:00:25	00:02:36	00:34:29
07932735486	103	93	108	93	75	02:43:53	00:01:45	00:00:25	00:00:25	00:00:21	00:00:49	00:43:37
08456986449	86	72	72	53	19	02:11:56	00:01:49	00:00:24	00:00:24	00:00:26	00:01:13	00:35:15
09202314020	96	85	109	97	12	02:01:17	00:01:25	00:00:23	00:00:23	00:00:23	00:01:19	00:37:47
	2211	1860	2050	1775	495	51:17:28	00:01:39	00:00:24	00:00:24	00:00:21	00:02:36	14:44:45

This report type **displays a list of the outside telephone numbers that external calls have either originated from or have been made to. Call statistics are displayed** against each item.

Dynamic row highlighting is supported for real-time variants of the report, based on whether calls from/to the corresponding telephone number are currently being alerted or answered.

Calls By DDI

Informs You How Effectively You Are Handling Direct Dial Services And/Or Advertising Campaigns

DDI Digits	DNIS	Waiting	Lng Wait	Ans Now	Active	In	In Ans	In Abnd	OvrFd Off	Max Wait	Avg Wait	Avg In Ans	Avg Abnd
[In Non-DDI Calls]		0	00:00:00	0	0	544	453	91	4	00:02:18	00:00:24	00:00:24	00:00:19
01234567407	DDI/DID: Brochures	0	00:00:00	0	0	260	223	37	2	00:01:45	00:00:22	00:00:22	00:00:22
01234567402	DDI/DID: Sales (Australia)	1	00:00:15	0	1	257	222	35	0	00:01:24	00:00:23	00:00:24	00:00:18
01234567403	DDI/DID: Sales (USA)	0	00:00:00	1	1	255	213	42	0	00:00:49	00:00:23	00:00:24	00:00:19
01234567400	DDI/DID: Sales (Europe)	0	00:00:00	0	0	249	206	43	1	00:00:49	00:00:22	00:00:23	00:00:17
01234567409	DDI/DID: Accounts	0	00:00:00	1	1	245	208	37	0	00:00:49	00:00:22	00:00:23	00:00:17
01234567405	DDI/DID: Premier Packages	0	00:00:00	0	0	245	215	30	4	00:00:54	00:00:24	00:00:25	00:00:15
01234567404	DDI/DID: Sales (Other Pacific)	0	00:00:00	0	0	242	205	37	2	00:00:49	00:00:22	00:00:23	00:00:15
01234567406	DDI/DID: Visa Helpline	0	00:00:00	0	0	229	206	23	3	00:00:49	00:00:23	00:00:23	00:00:21
01234567408	DDI/DID: Insurance	0	00:00:00	0	0	220	192	28	1	00:00:49	00:00:24	00:00:25	00:00:19
01234567401	DDI/DID: Sales (Asia)	0	00:00:00	0	0	214	182	32	1	00:00:49	00:00:23	00:00:24	00:00:18
01234567120	DDI/DID: Olivia O'Grady	0	00:00:00	0	0	23	19	4	2	00:00:49	00:00:27	00:00:28	00:00:25

Calls By DDI **displays a list of the telephone numbers that external callers have dialled** in order to call devices or groups on the telephone system.

Call statistics are displayed against each item.

Telephone numbers are only shown for inbound trunk line calls where the network provider provides inbound DDI digit information to the telephone system for the corresponding call so that it can be routed accordingly.

Dynamic row highlighting is supported for Real-Time variants of the report, based on whether DDI calls made via the corresponding telephone number are being alerted or answered.

Active Call List

See The Activity That Is Occurring Now

S	Started (Dist) ^	Seg	Dev (Clg)	TelNo (Clg)	Dev (Clid)	TelNo (Clid)	Dev (Off)	Dev Name (Off)	Ring (Dist)	Talk Time	Ans	Type	Dev (Last)
	29/06/2015 14:12:07	1/1	[Trunk]	01729730193	408	[Non DDI]	120	Olivia O'Grady	00:00:12	00:01:51	Yes	Ext/In	
	29/06/2015 14:12:43	1/1	[Trunk]	00881767562	404	[Non DDI]	115	Ryan O'Rourke	00:00:18	00:01:09	Yes	Ext/In	
	29/06/2015 14:13:07	2/2	[Trunk]	06623290967	409	01234567409	102	Erron West	00:00:43	00:00:20	Yes	Ext/In	409
	29/06/2015 14:13:25	1/1	[Trunk]	06313177639	402	01234567402	110	Emma Thomas	00:00:12	00:00:33	Yes	Ext/In	
	29/06/2015 14:13:44	2/2	[Trunk]	01939679206	404	01234567404	101	Abigail Longstaff	00:00:26		No	Ext/In	404
	29/06/2015 14:14:08	1/1	[Trunk]	06843611776	409	01234567409	119	Max Norton	00:00:02		No	Ext/In	

The report content generated **displays a live list of the active calls on the telephone system.**

Active Call List **shows no information when run against any other date/time option.**

The report type **supports row highlighting to depict the corresponding call's active call status.**

TIP: This style should be only used in conjunction with the "Real-Time" date/time option.

The 1000 Wallboard

Deliver Better Customer Service By Seeing What You Need To Do Now

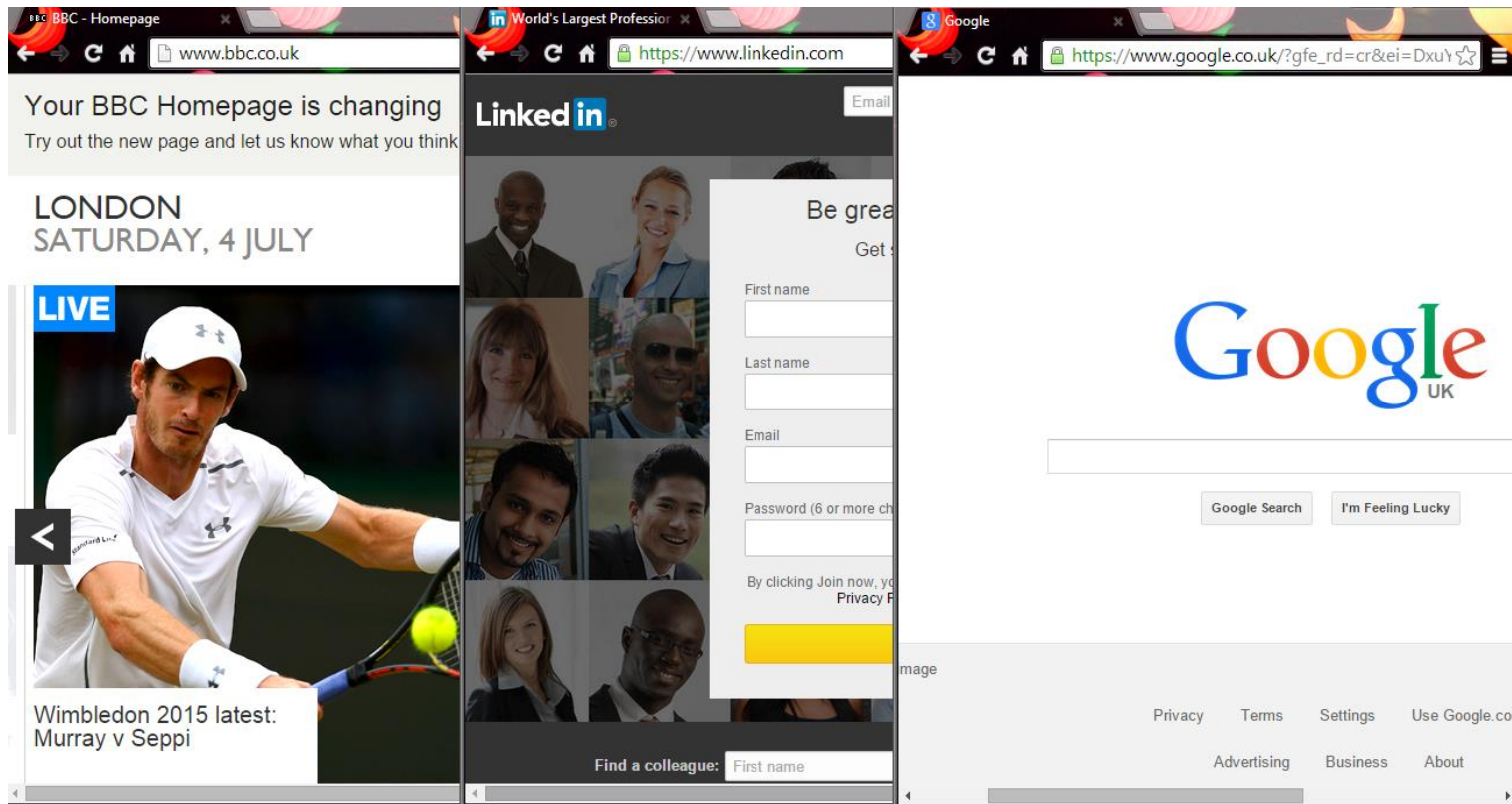


The 1000 Wallboard **displays Real-Time Statistics in large individual tiles** where each statistic can have a specifically configured alarm.

TIP: The 1000 Wallboard is useful to show an overall summary of business or call centre performance which can be displayed on a large plasma screen, tablet or smartphone to demonstrate key call handling metrics to phone users, team, leaders and managers.

External Content (Via URL)

Displays External Content (Via URL) For Inclusion In Wallboard Transitions



This report style can display **external content from a publicly available website** published at via a URL.

This is **displayed via a transitional sequence** as a slide show. When this report type is run specifically with the Real Time duration option, the configured web page is continuously **refreshed approximately every second**.



Akixi 2000 – When Superlative Service Delivery is Critical

The Akixi 2000 delivers Contact Centre tools that allow you to successfully manage your staff, campaigns and resources very effectively. It will help you succeed when your mission relies on the delivery of outstanding customer service.

Featured Reports

- Hunt Group List
- DND Extension List
- ACD Agent List
- ACD Agent BLF
- ACD/DND Activity Log
- Calls By Account Code
- 2000 Wallboard



Hunt Group List

Illustrates How Effectively Each Hunt Group Is Managing Their Calls

S	Device	Description	Waiting	Lng Wait	Ans Now	In	In Ans	In Abnd	OvrFd In	OvrFd Off	Max Wait	Avg Wait	Avg In Ans	Avg Abnd	% Svc	Tot Tlk	Avg Tlk
	400	Sales (Europe)	0	00:00:00	0	199	172	27	8	9	00:00:50	00:00:23	00:00:24	00:00:17	13.6%	04:42:32	00:01:38
	401	Sales (Asia)	0	00:00:00	1	246	221	25	7	13	00:00:49	00:00:22	00:00:22	00:00:22	20.3%	05:56:17	00:01:36
	402	Sales (Australia)	0	00:00:00	0	212	184	28	8	9	00:00:50	00:00:23	00:00:24	00:00:18	11.8%	05:08:37	00:01:40
	403	Sales (USA)	0	00:00:00	0	215	182	33	4	2	00:00:50	00:00:22	00:00:23	00:00:19	15.3%	04:58:06	00:01:38
	404	Sales (Other Pacific)	0	00:00:00	0	213	181	32	3	8	00:00:49	00:00:23	00:00:24	00:00:19	14.1%	05:08:59	00:01:42
	405	Premier Packages	0	00:00:00	0	215	185	30	4	7	00:00:49	00:00:24	00:00:24	00:00:20	15.8%	04:46:56	00:01:33
	406	Visa Helpline	0	00:00:00	1	213	176	37	5	9	00:02:39	00:00:25	00:00:25	00:00:24	13.1%	05:15:59	00:01:47
	407	Brochures	0	00:00:00	0	229	190	39	3	9	00:00:49	00:00:23	00:00:24	00:00:15	12.2%	05:12:28	00:01:38
	408	Insurance	0	00:00:00	0	214	174	40	4	2	00:00:49	00:00:21	00:00:22	00:00:19	17.8%	04:52:29	00:01:40
	409	Accounts	0	00:00:00	1	259	215	44	5	9	00:00:49	00:00:24	00:00:25	00:00:19	13.9%	05:57:49	00:01:39
			0	00:00:00	3	2215	1880	335	51	88	00:02:39	00:00:23	00:00:24	00:00:19	14.9%	52:00:12	00:01:39

The Hunt Group List **displays a list of all hunt group devices in a table with call statistics** shown against each item for inbound calls that have specifically been distributed by each row's hunt group device.

When run for the "Real-Time" date/time option, **dynamic row highlighting is supported** based on whether calls are currently queuing in, being offered by, or answered within the corresponding hunt group.



DND Extension List

A List Of Internal Devices That Show Users DND (Do Not Disturb) Status

S	Device	Description	In	In Ans	Out	Out Ans	Tot Tlk	Avg Tlk	Calls	Tel No	Type/Dir	UnAns Time	Talk Time	Lst DND On	Tot DND On	Tot DND Off
111	Katie Pink		221	135	126	77	03:28:18	00:01:32	0					18:04:21	00:19:36	19:41:58
102	Erron West		211	140	114	75	03:46:06	00:01:36	0					20:01:19	00:18:55	19:42:39
109	Isabella Smith		206	124	118	82	03:14:01	00:01:33	0					19:35:29	00:51:27	19:10:07
108	Dylan Michaels		195	134	109	79	03:39:47	00:01:38	0					19:33:21	00:18:26	19:43:08
118	Amelia Turner		193	126	118	109	03:49:00	00:01:49	0					19:32:56	00:21:41	19:39:53
112	Benjamin Ford		192	124	99	87	02:59:21	00:01:26	1	06526090949	Ext/In (ACD)	00:00:14	00:00:13	19:59:53	00:11:35	19:49:59
115	Ryan O'Rourke		187	129	114	68	03:28:44	00:01:37	0					19:09:08	00:15:03	19:46:31
123	Callum McQueen		182	121	82	68	03:42:30	00:01:50	0					16:41:31	00:14:42	19:46:52
105	Jacob Brown		179	114	111	99	03:19:57	00:01:45	0					18:20:26	00:20:23	19:41:11
106	Holly Jason		177	118	112	109	03:18:47	00:01:41	0					19:34:03	00:22:15	19:39:19
101	Abigail Longstaff		177	111	99	56	03:20:13	00:01:48	0					19:41:35	00:18:29	19:43:05
125	Matthew Biggs		175	114	75	59	03:26:59	00:01:48	0					20:01:34	00:08:19	19:53:15
121	Luke Cooley		175	115	105	75	02:52:04	00:01:29	0					20:01:23	00:14:22	19:47:12
126	Jayden Hayhurst		168	109	99	56	03:06:27	00:01:42	0					18:20:26	00:12:46	19:48:48
120	Olivia O'Grady		164	97	99	89	02:28:03	00:01:31	1	02051892499	Ext/In (ACD)	00:00:07		19:59:41	00:11:34	19:50:00
114	Alexander Steene		159	112	141	90	03:05:00	00:01:38	0					17:35:30	00:12:46	19:48:48
119	Max Norton		156	99	87	52	02:58:36	00:01:48	1	01918940410	Ext/In (ACD)	00:00:18	00:00:52	18:36:23	00:10:05	19:51:29
116	Liam Dixon		156	99	90	87	02:58:38	00:01:48	0					19:04:16	00:17:43	19:43:51
107	Ethan Crow		154	105	115	105	02:51:49	00:01:38	0					20:01:28	00:10:05	19:51:29
103	Megan Jones		154	96	133	112	02:38:21	00:01:38	0					19:19:55	00:11:15	19:50:19
110	Emma Thomas		152	90	90	77	02:34:21	00:01:42	0					19:51:21	00:07:18	19:54:16
100	Lewis Stone		149	87	85	48	02:21:52	00:01:37	1	00881767562	Ext/In	00:00:46	00:00:00	19:55:43	00:10:38	19:50:56
124	Sophie Baxter		141	87	112	90	02:13:10	00:01:31	0					17:38:57	00:05:16	19:56:18
113	Hannah Ferrari		139	85	139	85	02:33:49	00:01:48	1	03312303896	Ext/In	00:00:31	00:01:59	12:39:25	00:10:26	19:51:08
104	Elie Berry		133	77	96	87	02:09:05	00:01:40	0					19:56:08	00:08:42	19:52:52

This filtered report type shows a list of all internal devices in a table excluding Trunk & Hunt group devices where their DND (do-not-disturb) feature is turned on. It determines the time spent measuring non-telephone activity.

By turning this feature on this makes the extension unavailable to receive calls. The field displays "Off" when the extension device has the DND feature turned off, which would make them available to receive inbound calls.

ACD Agent List

Shows You The Performance Of Your ACD Agents

S	Agent	Description	In	In Ans	Out	Out Ans	Adv	ACD State	In State For	On Duty For	Dev At	Tot Tlk	Avg Tlk	Tot On Duty	Calls	Tel No
500	Pauline Trimby		121	82	73	43	27	S/Out	00:41:31	00:00:00		02:15:43	00:01:39	06:41:24	0	
501	Justin Evans		72	43	67	47	18	S/Out	00:35:51	00:00:00		01:09:11	00:01:36	04:57:30	0	
502	Jackie Watts		163	94	55	23	46	Avail	00:00:55	00:24:23	113	02:21:13	00:01:30	08:22:12	0	
503	Simon Charter		115	70	109	84	30	S/Out	00:24:23	00:00:00		01:59:35	00:01:42	06:35:12	0	
504	Dana West		131	83	70	41	37	ACD-DND	00:00:28	00:46:34	120	02:22:58	00:01:43	07:56:38	0	
505	Lorna Jones		145	92	54	47	34	S/Out	00:16:56	00:00:00		02:49:07	00:01:50	08:44:06	0	
506	Steven Toomey		109	67	73	47	28	S/Out	00:57:27	00:00:00		01:41:18	00:01:30	06:09:06	0	
507	Linda Hobbs		73	47	61	49	22	S/Out	00:39:36	00:00:00		01:11:28	00:01:31	04:06:36	0	
508	Kate White		85	49	61	36	20	S/Out	01:05:19	00:00:00		01:18:20	00:01:35	05:10:53	0	
509	Doug Barber		70	41	41	24	24	Out	00:00:04	00:13:12	115	01:21:44	00:01:59	03:30:43	0	
510	Judy Simmonds		84	61	54	36	15	S/Out	01:46:00	00:00:00		01:50:08	00:01:48	04:59:14	0	
511	Jane Woodley		54	31	36	28	16	S/Out	00:12:48	00:00:00		00:46:14	00:01:29	03:01:42	0	
512	John May		77	54	41	33	16	Busy/A	00:00:10	00:39:18	121	01:29:49	00:01:39	04:37:15	1	01729730193
513	Hamilton Smith		133	88	88	38	33	W/U	00:01:09	00:35:38	128	02:21:55	00:01:36	07:47:26	0	
514	Colin Neld				55	39	24	Avail	00:00:04	00:35:08	116	02:09:02	00:01:39	07:03:18	0	
515	Jim Stenning				94	39	20	Avail	00:00:04	00:00:04	103	00:53:33	00:01:50	02:45:21	0	
516	Lynn Hooper				85	36	21	S/Out	00:18:08	00:00:00		01:05:46	00:01:59	03:53:05	0	
517	Karen Jence				61	54	36	S/Out	00:00:04	00:00:00		01:38:06	00:01:36	06:32:00	0	
518	ACD Agent 518				94	39	34	Avail	00:00:16	00:12:48	129	02:07:12	00:01:35	07:03:34	0	
519	Tanya Hays				54	41	33	Busy/A	00:00:04	00:41:31	127	01:57:30	00:01:40	06:54:27	1	05773791250
520	ACD Agent 520				39	25	25	Avail	00:00:17	00:39:36	119	01:14:57	00:01:42	04:36:38	0	
521	ACD Agent 521				41	24	18	ACD-DND	00:00:05	00:36:09	100	01:04:55	00:01:26	03:29:05	0	
522	ACD Agent 522				85	54	44	S/Out	00:48:22	00:00:00		02:26:27	00:01:32	08:09:35	0	

ACD Agent List shows a list of all ACD agents with call statistics displayed against each item. When run against the "Real-Time" date/time option, this style also supports dynamic row highlighting based on the corresponding agent's ACD state. ACD Agent List also has a selection of "Not Available" codes that provide different tags e.g. On Break, With A Customer, In Meeting, Vacation etc. These codes can be very useful to determine the status of your team.



ACD Agent BLF

See The Status Of Your Colleagues In Order To Better Manage Calls With Your ACD Queue Team

ACD Agent 518	ACD Agent 520	ACD Agent 521	ACD Agent 522	ACD Agent 523	ACD Agent 524
ACD Agent 525	ACD Agent 526	ACD Agent 527	ACD Agent 528	ACD Agent 529	Colin Neld
Dana West	Doug Barber	Hamilton Smith	Jackie Watts	Jane Woodley	Jim Stenning
John May	Judy Simmonds	Justin Evans	Karen Jence	Kate White	Linda Hobbs
Lorna Jones	Lynn Hooper	Pauline Trimby	Simon Charter	Steven Toomey	Tanya Hays

Statistic	Value
ACD State Icon	
ACD Agent Name ▲	Lynn Hooper
Inbound Calls	61
Outbound Calls	0
ACD State Description	Busy/A
Time In State For	00:00:33
Time On Duty (Current)	00:24:19
Device ID At	124
Total Talk Time	01:11:04
Call's Telephone No	00004112620
Call's Type/Direction	Ext/In (ACD)
Call's Ring Time	00:00:11
Call's Talk Time	00:00:33
Avg Talk Time	00:02:01

ACD Agent BLF shows a list of all ACD Agent identities in a summary icon view.

Call and ACD statistics can be displayed by hovering the mouse over an icon.

When run against the "Real-Time" date/time option, this report style also supports dynamic row highlighting and alerts based on the corresponding device's call or alert statistic state.

ACD/DND Activity Log

A Historical List Showing The Activity of Your Team

S	Entry Time	Chg Time	Device	Device Name	Agent	Agent Name	State Chg	DND	Sum State	Hunt Group	Group Name	SignIn Cnt
	29/06/2015 00:00:02	00:00:02	105	Jacob Brown	500	Pauline Trimby	Busy/A	Off	Busy/A	403	Sales (USA)	1
	29/06/2015 00:00:07	23:21:13	101	Abigail Longstaff	527	ACD Agent 527	S/In	Off	Busy/A	404	Sales (Other Pacific)	1
	29/06/2015 00:00:07	23:59:56	101	Abigail Longstaff	527	ACD Agent 527	Busy/A	Off	Busy/A	404	Sales (Other Pacific)	1
	29/06/2015 00:00:07	23:31:22	102	Erron West	528	ACD Agent 528	S/In	Off	Busy/O	407	Brochures	1
	29/06/2015 00:00:07	23:59:07	102	Erron West	528	ACD Agent 528	Busy/O	Off	Busy/O	407	Brochures	1
	29/06/2015 00:00:07	23:59:50	103	Megan Jones	525	ACD Agent 525	DND On	On	ACD-DND			1
	29/06/2015 00:00:07	23:30:39	103	Megan Jones	525	ACD Agent 525	S/In	On	ACD-DND	401	Sales (Asia)	1
	29/06/2015 00:00:07	23:59:50	103	Megan Jones	525	ACD Agent 525	ACD-DND	On	ACD-DND	401	Sales (Asia)	1
	29/06/2015 00:00:07	23:27:30	105	Jacob Brown	500	Pauline Trimby	S/In	Off	Busy/A	403	Sales (USA)	1
	29/06/2015 00:00:07	00:00:02	105	Jacob Brown	500	Pauline Trimby	Busy/A	Off	Busy/A	403	Sales (USA)	1
	29/06/2015 00:00:07	23:32:17	108	Dylan Michaels	512	John May	S/In	Off	Avail	409	Accounts	1
	29/06/2015 00:00:07	23:59:07	108	Dylan Michaels	512	John May	Avail	Off	Avail	409	Accounts	1
	29/06/2015 00:00:07	23:18:29	112	Benjamin Ford	502	Jackie Watts	S/In	Off	Avail	406	Visa Helpline	1
	29/06/2015 00:00:07	23:57:54	112	Benjamin Ford	502	Jackie Watts	Avail	Off	Avail	406	Visa Helpline	1
	29/06/2015 00:00:07	23:58:43	113	Hannah Ferrari	511	Jane Woodley	S/In	Off	Avail	408	Insurance	1
	29/06/2015 00:00:07	23:59:32	113	Hannah Ferrari	511	Jane Woodley	Avail	Off	Avail	408	Insurance	1
	29/06/2015 00:00:07	23:57:54	114	Alexander Steene	503	Simon Charter	S/In	Off	Avail	404	Sales (Other Pacific)	1
	29/06/2015 00:00:07	23:57:54	114	Alexander Steene	503	Simon Charter	Avail	Off	Avail	404	Sales (Other Pacific)	1
	29/06/2015 00:00:07	23:58:37	118	Amelia Turner	501	Justin Evans	DND On	On	ACD-DND			1

ACD/DND Activity Log generates **a historic list of ACD sign-in, sign-out, and other ACD status change instances** performed by ACD agents. **DND (do-not-disturb) state changes for extension device are also displayed.**

This report list also **contains ACD & DND status entries that are automatically created at the beginning of the day**, for every agent that remained signed in at the end of the previous day, or any extension device that has remained with their DND feature turned on from the day before.

TIP: This style can be run against any date/time option, although it doesn't support customisable report row sorting where rows are always ordered by their "Entry Time" field value. However, when the style is run for the "Real-Time" date/time option, newly performed ACD state changes are automatically appended to the end of the generated report output as they occur on the telephone.

Calls By Account Code

Classify Different Call Types And Utilize Codes To Identify Calls Made Or Received On Behalf Of Clients & Projects

Acc Code ^	Description	Waiting	Lng Wait	Ans Now	Active	In	In Ans	Out	Out Ans	Tot Tlk	Avg Tlk	Avg Wait	Avg In Ans
[None Entered]		1	00:00:31	2	3	2014	1592	592	314	42:59:14	00:01:37	00:00:24	00:00:24
000	No Sale Made	0	00:00:00	0	0	86	86	75	69	02:22:31	00:01:39	00:00:23	00:00:23
111	Capital Sale (Credit Card)	0	00:00:00	1	1	72	72	55	40	02:00:55	00:01:40	00:00:21	00:00:21
333	Capital Sale (On Account)	0	00:00:00	1	1	79	79	44	23	02:18:06	00:01:44	00:00:26	00:00:26
444	Technical Support Required	0	00:00:00	0	0	63	63	65	50	01:52:04	00:01:46	00:00:24	00:00:24
555	Warranty Claim	0	00:00:00	2	2	79	79	40	18	02:17:18	00:01:44	00:00:23	00:00:23
666	Return (Wrong Product)	0	00:00:00	0	0	65	65	50	24	01:50:02	00:01:41	00:00:23	00:00:23
777	Return (Product Failure)	0	00:00:00	0	0	69	69	37	22	01:37:26	00:01:24	00:00:25	00:00:25
999	Voice Audio Problems	0	00:00:00	0	0	75	75	50	26	02:03:26	00:01:38	00:00:23	00:00:23
		1	00:00:31	6	7	2678	2256	1061	610	61:19:08	00:01:37	00:00:24	00:00:24

This report type **displays a list of account codes** where the corresponding code was specifically entered in against a call on the telephone system.

Call statistics are displayed against each item.

TIP: It is not possible to use this particular reporting style on the Siemens HiPath and Panasonic TDA/NCP telephone systems since the application does not capture account code information for calls.

The 2000 Wallboard

Enables You To Deliver Better Customer Service In Your ACD Queues By Allowing You To See What You Need To Do Now



This 2000 Wallboard **displays Real-Time statistics in large individual tiles** where each statistic can have a specifically configured alarm. This style **differs from the 1000 variant by additionally supporting the display of ACD specific statistics** such as Busy, Not-Available, Wrap Up, Sign-In etc

TIP: This report style is useful to show an overall summary of business or call centre performance which can be displayed on a large plasma screen to demonstrate key call handling metrics to phone users, team leaders and managers.

Conclusion

After reading this document you should now have a better understanding of Akixi's products and what is offered. Akixi provides Hosted Call Management and Call Reporting Services. Akixi offers multiple types of reporting styles to suit each user's preference. The user has the ability to choose the style of the reports and choose the time frame. Akixi Lite offers a basic call logging service with Historical Call Reporting. Akixi 1000 offers Real Time functionality and helps you manage your telephony resources and usage effectively. Akixi 2000 also offers Real Time functionality that enables you to manage your staff, campaigns and resources efficiently. Utilizing Desktop Wallboard offers Real Time statistic displays of business related activity that assists you in motivating you and your team.



Please do not hesitate to contact us if you have any further questions or require more information.

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