

AKIXI

AWARD-WINNING CALL ANALYTICS FOR
TOMORROW'S LEADING BUSINESSES



windsor telecom[®]



GIVE YOUR CONTACT STRATEGY THE AKIXI FACTOR

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

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 business or running several call centres in multiple locations.

You'll enjoy maximum visibility and control with a choice of over 200 sets of historic and real time statistics, brought to life with easy-to-assimilate charts, dials and alarms.

Our digital wallboards (available with Akixi 1000 and 2000) can be configured to show the precise metrics you need, and are displayable via desktop, laptop, tablet and smartphone, and even certain handsets to fine-tune your contact strategy and motivate teams.

- ⦿ Understand your business as never before
- ⦿ See what happens to calls from beginning to end
- ⦿ Optimise resources and costs
- ⦿ Deliver outstanding customer service

Waiting Now 1	Waiting Call Value £50	Inbound Abandoned 450	Inbound Answered 2473
Abandoned Call Cost £22,500	% Service Level 14.4%	Strike Rate (In) 5	Inbound Answered Value £123,650
Answered Now 4	Inbound Calls 2923	Longest Waiting Now 00:00:35	Avg Talk Time 00:01:39

CHOOSE THE SERVICE LEVEL THAT SUITS YOUR BUSINESS

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 new Akixi 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.



AKIXI
LITE **AKIXI**
1000 **AKIXI**
2000

	AKIXI LITE	AKIXI 1000	AKIXI 2000
Historic call logging and reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cradle-to-grave call visibility	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Trend analysis by timeframe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Scheduled reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Real-time call analytics		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wallboard app (Android and iOS)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Abandoned call recovery		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monitor extension activity		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call control		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Extension BLF view		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alarms for key performance metrics		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1000 wallboard		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Analysis by Hunt Group			<input checked="" type="checkbox"/>
ACD statistics			<input checked="" type="checkbox"/>
ACD agent BLF view			<input checked="" type="checkbox"/>
Status analytics for 'Do Not Disturb' and 'Agent Not Available'			<input checked="" type="checkbox"/>
Calls by Account Code statistics			<input checked="" type="checkbox"/>
2000 wallboard			<input checked="" type="checkbox"/>
Akixi Presence		<input type="checkbox"/>	<input type="checkbox"/>

Standard feature Optional Bolt-on

WHY WINDSOR TELECOM?

We've been helping businesses talk to their customers for nearly 20 years. We're proud to be regarded as one of the UK's leading business telecoms providers. We believe that it's our customer care that sets us above the competition.

We help demystify telecoms for small to enterprise level businesses by delivering bespoke solutions. From the beginning, we have continually developed and extended the business phone services we offer. From new call handling technologies to low-cost VoIP phone systems, we evolve to stay at the forefront, giving our customers the best telecoms products available. We're passionate about you and the experience you have with us which is why we pride ourselves in providing our customers all their telecom needs under one roof.

- 🎯 Two decades of Telecoms experience
- 🎯 One provider, one bill, for all your needs
- 🎯 A full range of business-grade Telecoms solutions
- 🎯 A variety of plans available for any business
- 🎯 5-star rated UK-based customer service
- 🎯 A dedicated account manager

TO DISCUSS HOW AKIXI WILL WORK
FOR YOUR BUSINESS, GET IN TOUCH.



SPEAK TO OUR EXPERT TEAM NOW

CALL FREE ON 0800 160 1111

WINDSOR-TELECOM.CO.UK

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