

# Akixi Licensing Structure



- Real time and historic call analytics and comprehensive reporting
- Akixi wallboard
- Monitor extension activity and the status of your colleagues
- Recover abandoned calls



- An advanced call reporting and analytics tool
- Akixi wallboard
- Monitor agent and extension activity
- Includes group reporting and account/disposition codes

## LICENCING STRUCTURE

### Akixi 1000

**Business Licence** - mandatory per business. Contains a one-off setup fee.

**Akixi 1000 User Licence** - required per user monitored – internal calls will not show against the monitored user statistics unless the internal user calling in is also monitored within Akixi. If an unmonitored internal user calls a hunt group, these statistics will not show up as internal call statistics unless both the user calling and the user answering the call is being monitored within Akixi.

**Akixi 1000 Supervisor Licence** - At least one of these is required per business, the licence can be used by managers to get data but equally can act as a wallboard and display information on screen, concurrent logins are not permitted. Each supervisor licence comes with a free read-only wallboard application. There is an enhanced mobile application which unlocks specific reports e.g. Extension, Unreturned lost calls, Calls by ½ hour and calls by hunt group.

**Akixi 1000 Presence Licence** - Allows the user to see the calling state of other users. Users can also view their own historic call list. The presence licence cannot be assigned independently, it can only be consumed if a user licence is taken.

## Akixi 2000

**Business Licence** - mandatory per business. Contains a one-off setup fee.

**Akixi 2000 User Licence** - required to monitor statistics (and must be provided in addition to ACD Agent addon if that is deployed against a user). If an unmonitored internal user calls a queue, these statistics will not show up as internal call statistics unless both the user calling and the user answering the call is being monitored within Akixi.

**Akixi 2000 Supervisor Licence** - At least one of these is required per business, the licence can be used by managers to get data but equally can act as a wallboard and display information on screen, concurrent logins are not permitted. Each supervisor licence comes with a free read-only wallboard application. There is an enhanced mobile application which unlocks specific reports e.g. ACD agent list with agent control, Extension List, Unreturned lost calls, Calls by ½ hour and calls by hunt group.

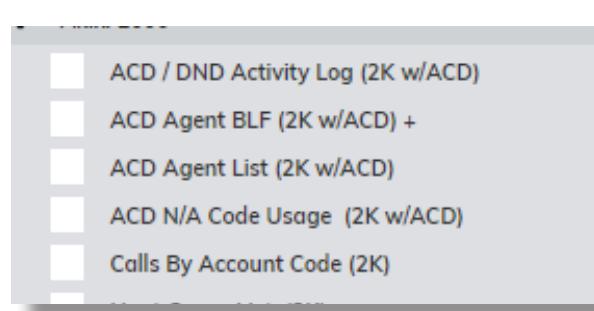
**Akixi 2000 Agent Add-On** - provides ACD Statistics against Agents (Must also have BW Agent in Uboss)

**Akixi 2000 Presence Licence** - required to allow the agent to sign in/out via the Akixi portal to see current call state of other users and if they also have the ACD Agent Addon they can also change their ACD Status. User can also see their own historic call list. The presence licence cannot be assigned independently, it can only be consumed if a user licence is taken.

## REPORT COMPARISON



Example of reports available in Akixi 1000



Example of reports available in Akixi 2000

All ACD Reports require the "Agent Add-on" in addition to the user license.