HORIZON
Unlimited communications

MANAGEMENT REPORTING TOOLS

Do you know how many calls you are getting? Do you know how they are being handled or who is handling them?

Horizon offers a number of key measurements through its reporting section but there is a growing requirement for more in-depth call management reporting and wall board integration to help organisations gain a real-time understanding of calls.

Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your Horizon service, which will let you export the statistics you need to help manage your business.

Waiting Now	Longest Waiting	Answered Now	Inbound Calls
1	00:00:08	10	705
Inbound Answered	**Inbound Abandoned**	**Avg Answer Time**	**Service Level**
603	102	00:00:23	16.7%
Outbound Calls	**Outbound Answered**	**Total Talk Time**	**Avg Talk Time**
122	105	04:07:32	00:01:40
Sign-In Count	In Wrap-Up	Time On Duty (Total)	Avg Wrap-Up Time

Additional benefits available by using Akixi:

- **No server on site** – Enables multi-site monitoring and supports business continuity

- **Real-time stats** – Provides wall boards with real-time traffic information and alarms to ensure critical routes into the business are constantly monitored

- **Accessible from any internet-enabled device** – Use the service via traditional desktop devices or monitor on the go through your mobile

- **Push reporting and alarms** – Customisable push reporting and alarms to ensure business-critical metrics are always available

- **Cradle-to-grave reporting** – Monitor a call throughout its path by seeing every divert leg and call detail, easily and accurately segmented for identification

- **Track after-hours calls** – Highlight suspicious activity or unauthorised calling

- **Abandoned call recovery** – Missed a call? See instantly if it has been returned

- **Activity and extension activity monitoring** – Quickly and easily monitor key extension or call routes to ensure maximum efficiency

By using management reporting you can:

- See what needs to be done instantly to **improve customer service**

- Monitor time to answer and **manage calls more efficiently**

- **Analyse internal call patterns**

- **See how many calls are being abandoned** with the ability to return them

- **Optimise resources** by ensuring the right number of operators is in place at all times

Gamma
Clear. Creative. Communications.

For more information please visit: **www.akixi.com** or contact Bart Delgado and the Akixi team on
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