

AKIXI 2.5 FOR ADMINISTRATORS

Software release 2.5 enhancements

Document Revision 2.0

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Introduction

This document provides an overview of all the new features that are included within Akixi software release 2.5.

See the [Features Summary](#) section for a concise overview of all the features included within the release.

Every feature has its own section including all the instructions required to administer and utilise the feature effectively.

Features Summary

Administration Enhancements

Multi-Factor Authentication

To further protect user accounts, administrative users can enforce Multi-Factor Authentication (MFA).

BWKS Parity

The BroadWorks Parity setting ensures that, on removal of a BroadWorks Enterprise or Enterprise Group, associated Akixi services are automatically retired.

Reporting Enhancements

UI – Drag and Drop

When maintaining the Akixi reporting repository, users can use drag and drop functionality along with keyboard shortcuts to simplify management of user report libraries.

Remove Repeat Callers

Reporting users can remove repeat abandoned calls from the same number, to help reduce the number of call records on report styles such as the Unreturned Lost Calls report.

Insights Dashboard Enhancements

The Insights Dashboard has been modified to display only external inbound call statistics from the previous 30 days.

Administration Enhancements

Multi-Factor Authentication

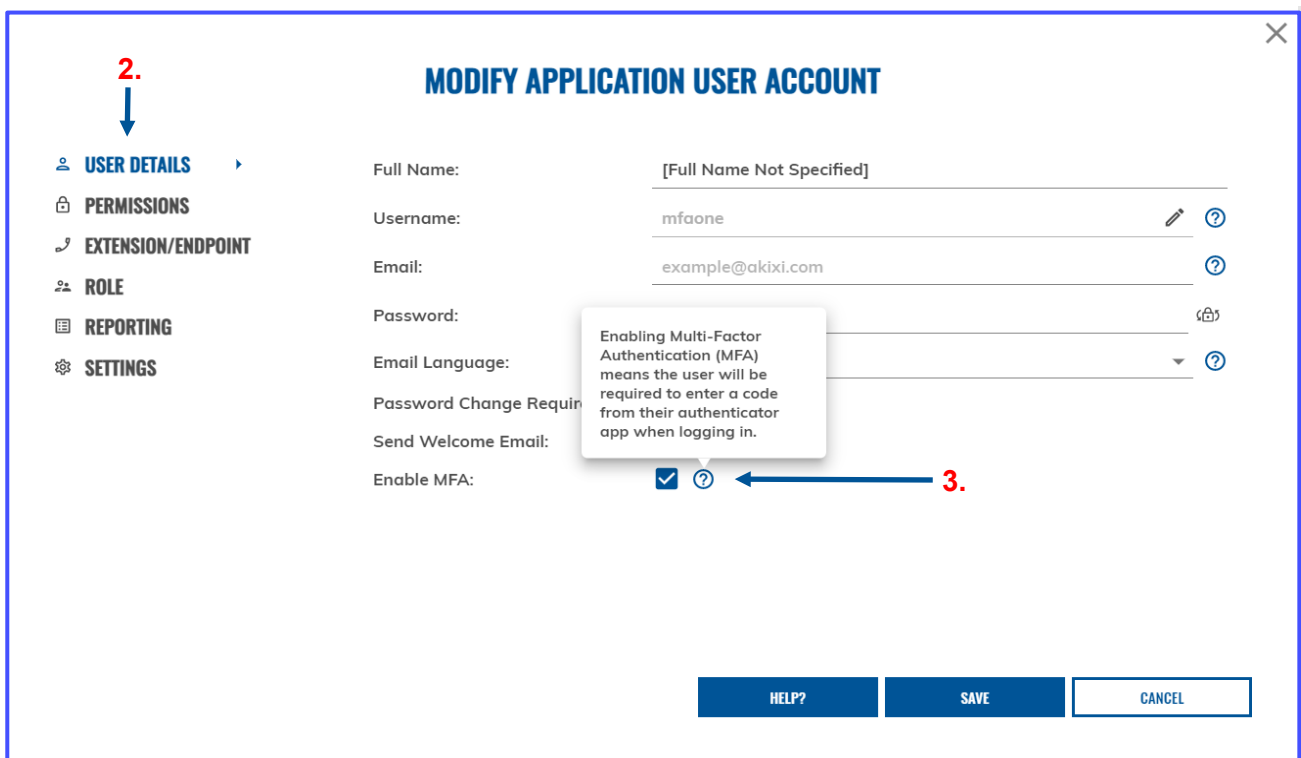
Overview

To further protect user accounts, administrative users can enforce Multi-Factor Authentication (MFA).

Once enabled against an application user, they will be prompted to complete MFA configuration on their next sign in attempt. Examples of MFA applications the user can download on their mobile device to complete this would be Google Authenticator or Microsoft Authenticator.

Administrator Instructions

1. Select the required Application User and select “Change”
2. Select the “User Details” tab
3. Tick the “Enable MFA” checkbox



MFA can also be enabled by default for users newly added to a Telephony Server. This can be configured by completing the following:

1. Sign into Akixi as an administrator
2. Navigate to “Administration” > “Telephony Servers”
3. Tick the relevant Telephony Server, and click “Change”
4. Tick the “MFA Enabled By Default” box, and click “Save”

COMMUNICATION ENABLED:

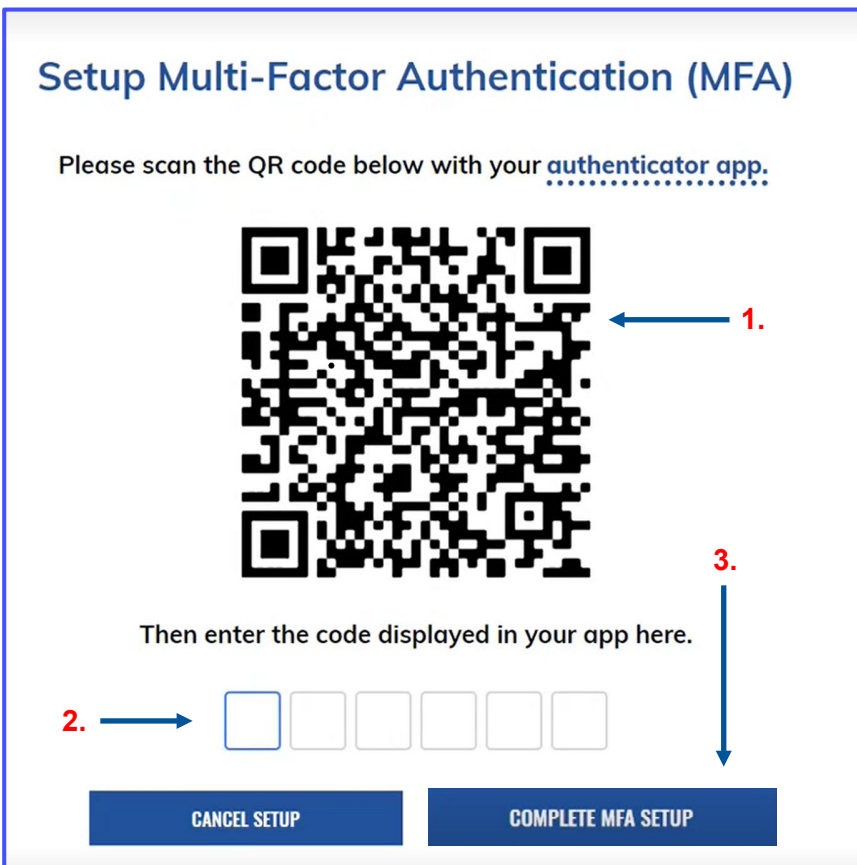
COMMUNICATION STATUS:

ENABLE USER MFA BY DEFAULT ← 4.

▼ ADVANCED

Once MFA has been enabled against the application user, the user will be presented with the following screen on their next sign in attempt, where they will be prompted to do the following:

1. Open their desired authenticator app, and scan the QR code
2. Enter the code displayed in the authenticator app
3. Click on “Complete MFS Setup”



On completion, the users MFA will now be enforced, and will be required on subsequent attempts by the user to access their account.

BWKS Parity

Overview

The BroadWorks Parity setting ensures that, on removal of a BroadWorks Enterprise or Enterprise Group, associated Akixi services are automatically retired.

With this setting enabled, when an enterprise or enterprise group in BroadWorks is deleted, the Akixi services linked to the setup will automatically shut down, this includes partitions, telephony servers and application users.

Administrator Instructions

1. Sign into Akixi as an administrator
2. Navigate to "Administration" > "Partitions"
3. Tick the relevant Partition for existing setups, and click "Change"
4. Tick the "Maintain Parity" box
5. Click "Save"

^ CONFIGURATION SYNCHRONISATION

TYPE ON TELEPHONY SERVER: Enterprise Group

ENTERPRISE OR PROVIDER ID:

GROUP ID:

SYNCHRONISATION TYPE: Soft

MAINTAIN PARITY: ← 4.

PERFORM SYNCHRONISATION NOW:

STATUS

SYNCHRONISATION LAST STARTED AT:

SYNCHRONISATION STATUS / ERROR:

^ ADVANCED

5.

SAVE CANCEL

Reporting Enhancements

UI – Drag and Drop

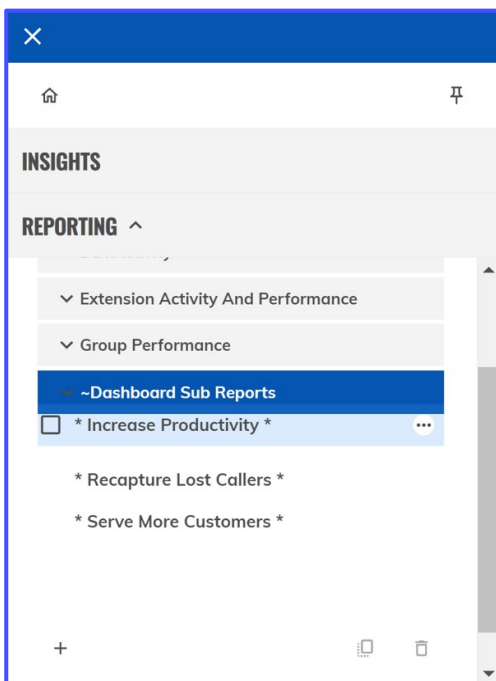
Overview

When maintaining the Akixi reporting repository, users can use drag and drop functionality along with keyboard shortcuts to simplify management of user report libraries.

This enhancement allows for users to manage their report library more easily, without the need to enter and edit reports through the modification window.

User Instructions

The user can drag and drop reports within the reporting library from one folder to another.



In addition to this, the user can make use of keyboard shortcuts to simplify the maintenance of their report library. The keyboard shortcuts available as of release 2.5 are the following:

- Ctrl+C – Copies the selected reports
- Ctrl+V – Pastes the selected reports
- Ctrl+Delete – Deletes the selected reports

Remove Repeat Callers

Overview

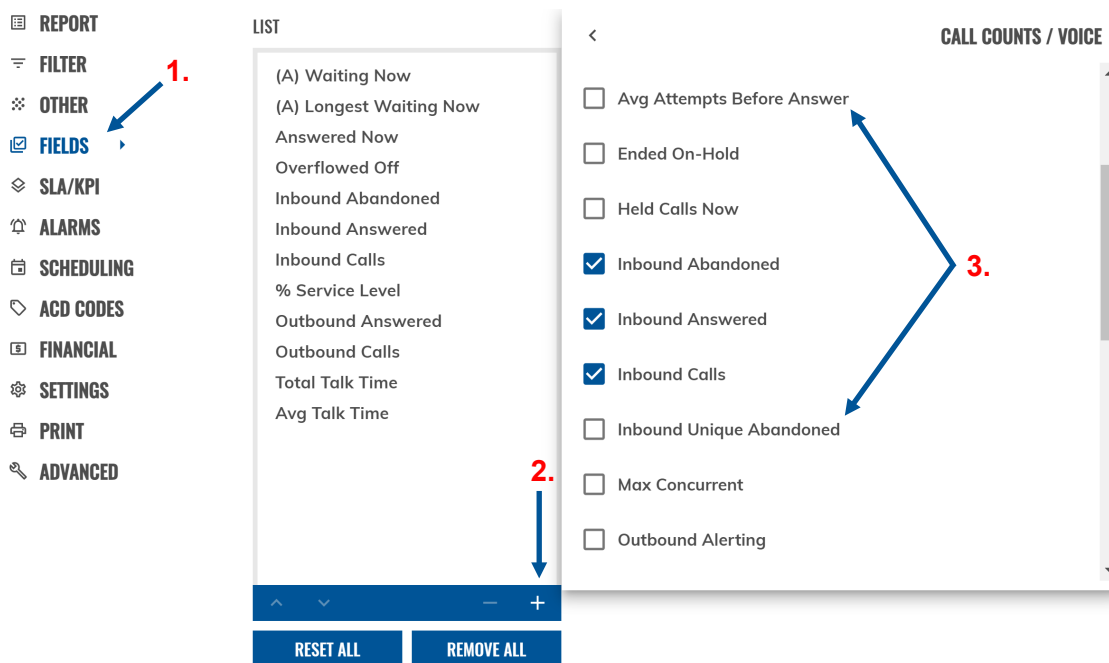
Reporting users can remove repeat abandoned calls from the same number, to help reduce the number of call records on report styles such as the Unreturned Lost Calls report.

This is achieved through the addition of two new fields, “Inbound Unique Abandoned” and “Average Attempts Before Answer”.

User Instructions

Reporting > Create or modify a report (e.g. Wallboard)

1. Navigate to “Fields”
2. Click on the “+” icon to add in a new field
3. Select “Call Counts” > “Voice” and tick either “Avg Attempts Before Answer” or “Inbound Unique Abandoned”



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