

AKIXI 2.6 FOR ADMINISTRATORS

Software release 2.6 enhancements

Document Revision 1.0

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Introduction

This document provides an overview of all the new features that are included within Akixi software release 2.6

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

Provisioning Users and Supervisors with BroadWorks Service Packs

User and Supervisors can automatically be provisioned on Akixi through the identification of user Service Packs on the BroadWorks platform.

BroadWorks Supervisor Permission Synchronisation

Akixi has introduced a new feature that involves retrieving the Queue permissions of Supervisors during ongoing synchronisations. This information is then utilised to generate or update a custom Super Group within the Akixi portal.

Custom Permission Role Templates

Service providers can now configure personalized permission role templates, which can be effortlessly assigned to administrators as needed

Reporting Enhancements

Apply “Out-of-the-box” Report Sets

Users are now equipped with the ability to re-download reports/sets directly from the primary report repository. In cases where a default report is modified or removed, users have the ability to easily obtain another copy of any other reports stored within the repository.

New Report – Calls By DNIS

The Calls by DNIS report type enables Call Centre Supervisors/Managers to generate activity reports concerning DNIS linked to Call Centre Queues. This report specifically centres on the default Direct Inward Dialling (DDI) or Direct Inward Dial (DID) numbers of a Call Centre, along with all corresponding DNIS associations. It encompasses all call types, be it external, inbound, or outbound calls.

New Report – Total Calls By ‘Min’ Interval

The Calls by ½ hour Interval Report has evolved into the Total Calls By Interval, as it now features the incorporation of three additional selectable intervals. This report presents a list of intervals including their respective start and end durations. When executed over multiple days, the report intelligently condenses the information by representing all calls within a specific interval with a single entry.

New Report – Calls By Time Interval

The report detailing Calls by Day, Week and Month has been incorporated into a single report and with the addition of 7 new selectable intervals. This displays a list of every interval within the respective start and end duration/date.

[New Metrics – Inbound Call Paths](#)

Reporting users now have the capability to categorise inbound calls into three distinct types: ACD, non-ACD, and Internal. This enhancement aids in assessing the call activity of a user/agent more effectively.

[New Metrics – Call Start Time and Longest Waiting Now](#)

Six additional call statistics have been implemented to analyse complete call durations rather than focusing on individual segments. These are available on numerous report types.

[Telephony Server and Partition Scope Filtering added to Basic Report Configuration](#)

Scope filtering has been incorporated into the Basic report creation view, enabling reporting users to conveniently adjust the partition when modifying or creating reports.

Vulnerabilities

As part of our commitment to providing a secure and reliable product, comprehensive vulnerability assessments are conducted continuously. The assessments involve a thorough review of the application's codebase, libraries, and external dependencies. Through this process, potential vulnerabilities are identified and evaluated for their impact and likelihood.

While the vulnerabilities were not directly applicable and low risk, we have implemented extra security measures to further reduce any potential risks.

Administration Enhancements

Provisioning Users and Supervisors with BroadWorks Service Packs

Overview

User and Supervisors can automatically be provisioned on Akixi through the identification of user Service Packs on the BroadWorks platform.

When an Akixi partition synchronisation is performed (either manually or automatically), if Akixi identifies and matches a specific BroadWorks Service Pack by name on the BroadWorks platform, Akixi will automatically provision the User/Supervisor Type within the corresponding Partition onto the Akixi platform.

Adversely, if on activation of a Partition synchronisation, Akixi can no longer locate a Service Pack on the associated BroadWorks platform, Akixi will automatically remove the item from the Akixi platform.

The BroadWorks Service Pack names that are used to identify and automatically provision Extensions and Agents are held within the provisioning section of a CME configuration page.

Users/Supervisors types that you are able to provision using Service Packs:

- ✓ Essentials
- ✓ Professional
- ✓ Enterprise
- ✓ Call Centre Agent
- ✓ Call Centre Supervisor
- ✓ Akixi 1000
- ✓ Akixi 2000

Information

What provisions when a service pack is detected

Item	Partition Level		
	1000	2000	Enterprise
Extension	Extension Device	Extension Device	Essentials without Reporting Access
Hospitality	Hospitality Device	Hospitality Device	Hospitality Device
ACD Agent	X	ACD Agent	Call Centre Agent without Reporting Access
Essentials	X	X	User with Extension Device
Professional	X	X	User with Extension Device
Enterprise	X	X	User with Extension Device
Call Centre Agent	X	X	User with Agent and Extension Device
Call Centre Supervisor	X	X	User with Agent and Extension Device
Akixi 1000	User with Extension Device	User with Extension Device	X
Akixi 2000	X	User with Extension Device	X

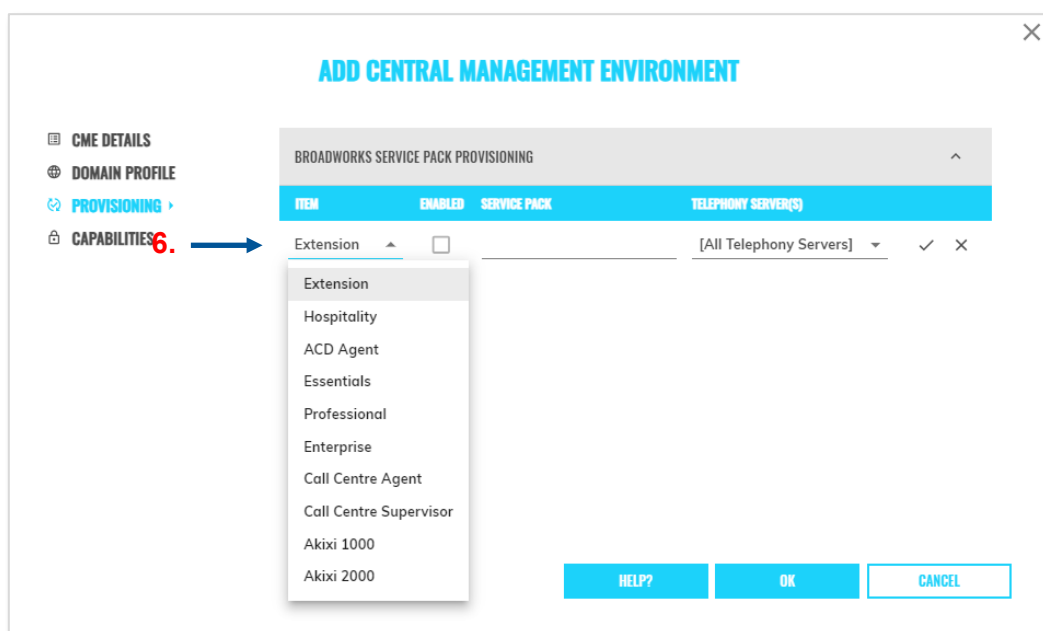
Administrator Instructions

Adding a BroadWorks Service Pack Name for Auto Provisioning

BroadWorks Service Pack names can be added to a CME at point of creation, or by modifying the CME settings at any time.

Administration > Central Management Environments

1. Add or Change a CME
2. Select Provisioning
3. Click 'Add another entry...'
4. Click the Modify Service Pack Entry icon
5. Click Edit
6. Select a Service Pack Item type. Administrators can choose the user type
7. Enter the name of the Service Pack. This must match the name of the Service Pack that has been created on BroadWorks
8. Select the Telephony Servers that the Provisioning Service Pack is to be applied to
9. Click the Save icon
10. Select the Enabled Checkbox
11. Click OK



BroadWorks Supervisor Permission Synchronisation

Overview

By default, any supervisor identified within BroadWorks, will have a Super Group configuration that aligns with the groups they supervise. This configuration grants them visibility into relevant Call Centre queues and associated agents

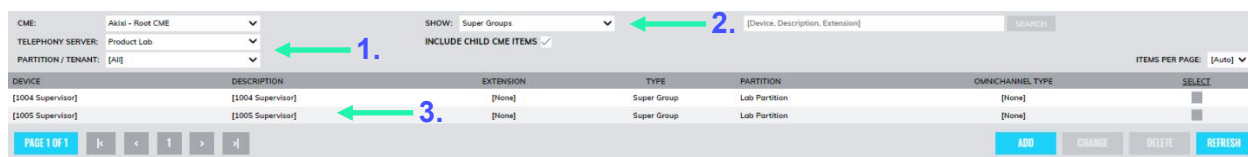
If a supervisor Super Group is edited, on the next sync it will default back to that of BroadWorks.

Administrator Instructions

If a supervisor is found in BKWS, Akixi will automatically create a Super Group which can be found in Devices

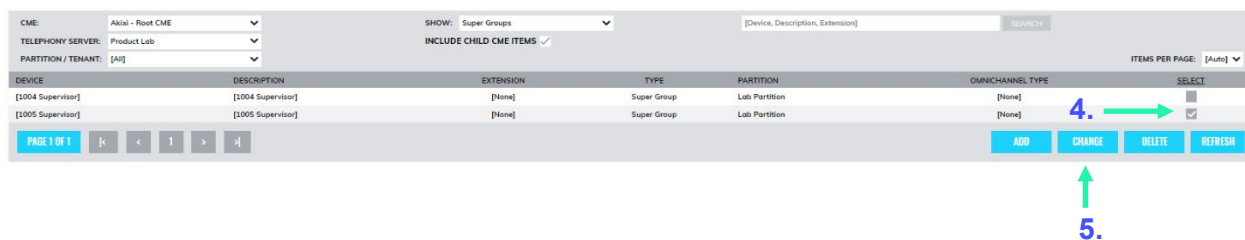
Administration > Devices

1. Select Telephony Server & Partition
2. Show: Super Groups
3. Super Groups linked with a supervisors permissions will be label ['Extension' Supervisor]



To check the permissions within the Super Group

4. Select the correct Super Group
5. Click Change



All Queues the user is a supervisor of will be listed under Device Members which automatically includes agents within those call centre queues

CHANGE DEVICE

IDENTIFIER (GUID): 9b99b58023b8c267-774441d9-18a601e4639-d87

DEVICE NUMBER: [1005 Supervisor]

PARTITION: Product

DEVICE TYPE: Super Group

DESCRIPTION: [1005 Supervisor]

▼ ADVANCED

▼ OMNICHANNEL

▲ HUNT GROUP MEMBERSHIP

DEVICE	DESCRIPTION	SELECT
2003	Product Premium CCO	<input type="checkbox"/>

ADD DEVICE: [None] ADD REMOVE

ADD (RANGE): ADD (RANGE)

ACD AGENT MEMBERS

ACD AGENT	DESCRIPTION	SELECT
No ACD agent group members have been set.		

ADD AGENT: [None] ADD REMOVE

ADD (RANGE): ADD (RANGE)

Note: Super Groups related to supervisors are kept in line with that on BroadWorks. If a supervisor is changed / edited, on the next sync permissions will be updated.

If a supervisor is removed from BroadWorks, the Super Group will be deleted and the users permissions will be set to 'null'

BroadWorks Supervisor Permission Automatic Enablement

Overview

For streamlined provisioning, administrators now have the option to enable selected users/supervisors to automatically utilise their BroadWorks Supervisor Permission scope which are automatically synchronised on Akixi.

At a partition level, administrators can enable a checkbox so when a 2000 or Call Centre Supervisor is created and holds a supervisory role in BKWS, the permissions will be automatically applied. This simplifies the setup process.

Administrator Instructions

Administrators can now tick 'Enable Telephony Server Supervisor Permissions By Default' on a partition

1. Sign into Akixi as an administrator
2. Navigate to "Administration" > "Partitions"
3. Tick the relevant Partition, and click "Change"
4. Tick the "Enable Telephony Server Supervisor Permissions By Default" box, and click "Save"

^ CONFIGURATION SYNCHRONISATION

TYPE ON TELEPHONY SERVER: Enterprise Group

ENTERPRISE OR PROVIDER ID:

GROUP ID:

SYNCHRONISATION TYPE: Full (Warning: Affects Monthly Billing)

SYNCHRONISATION OPTIONS: Extensions (Endpoints), Extensions (Trunking), ACD Agents ...

ENABLE TELEPHONY SERVER SUPERVISOR PERMISSIONS BY DEFAULT: ← 4.

MAINTAIN PARITY:

FORCE MONITORED:

PERFORM SYNCHRONISATION NOW:

STATUS

SYNCHRONISATION LAST STARTED AT: 04-Sep-2023 17:06:57 BST

SYNCHRONISATION STATUS / ERROR: Configuration synchronisation completed successfully with telephony platform Release 24.

Once enabled, when creating users via the add modal, API / Service Packs, any identifiable Supervisor will be given their permissions by default and will only be able to see their relevant queues.

Custom Permission Role Templates

Overview

Service providers can now craft personalized permission role templates, which can be effortlessly assigned to administrators as needed.

Administrator Instructions

1. Sign into Akixi as an administrator
2. Navigate to “Administration” > “Application Users”
3. Tick the relevant user, and click “Change”
4. Navigate to “Role” and click ‘Customise Role’ button

Role: None 👤

No role is assigned, this user will have the default permissions

↑
4.

5. Customise the current role by checking the required access right and click ‘Submit’
6. ‘Custom’ will appear if the new role permissions differ to a default role and the ‘Add Custom Template Role’ button will appear

Role: Custom 👤 👤+

A customised role with permissions assigned as needed

↑
6.

7. Enter ‘Role Template Name’
8. ***Optional** Add a brief description to indicate what the role relates to
9. Save

ADD CUSTOM ROLE TEMPLATE

Role Template Name Add Custom Name Here ← 7.

Description

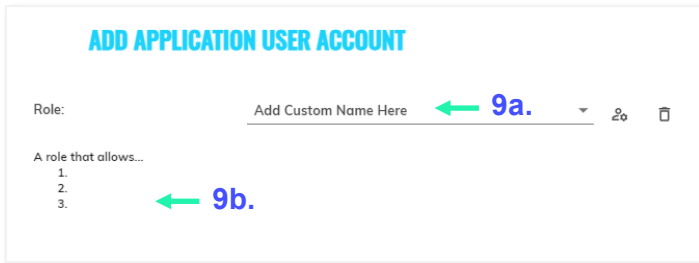
B *I* U ☰ ☰

A role that allows... ← 8.

- 1.
- 2.
3. |

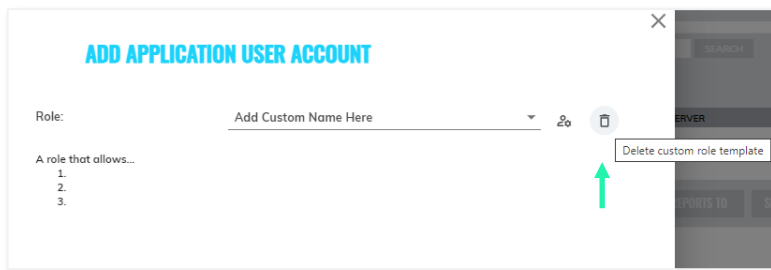
HELP
SAVE
CANCEL

9. The new role template will now be saved
- a. The role template can be selected from the dropdown
 - b. The description is visible for quick selection



Once a new custom role template is created the option to delete it appears.

On click, the role template will be deleted without confirmation. All Users using this role will default to 'Custom' and retain the same permissions



Reporting Enhancements

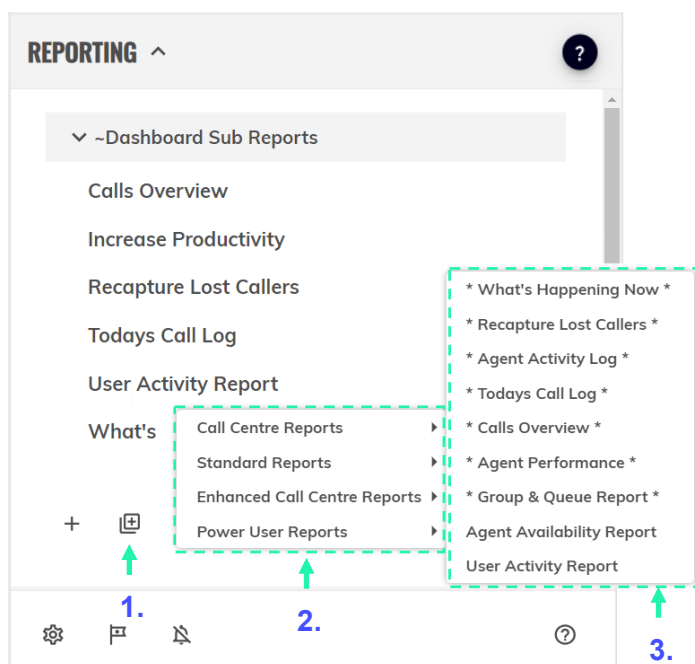
Apply “Out-of-the-box” Report Sets

Overview

Users are now equipped with the ability to re-download reports/sets directly from the primary report repository. In cases where a default report is modified or removed, users have the ability to easily obtain another copy of any other reports stored within the repository.

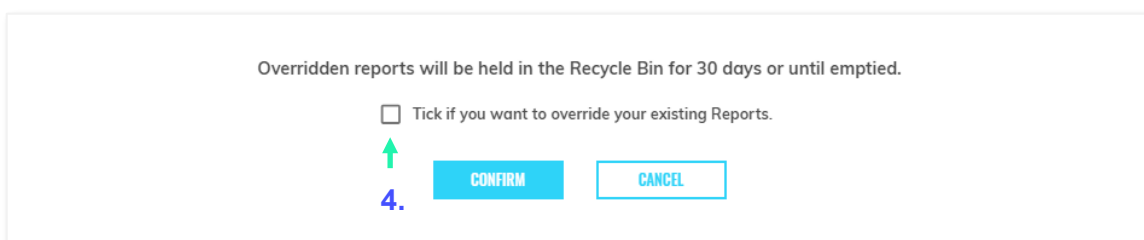
User instructions

1. Click ‘Add Default Report Button’
2. Select a category if you wish to download a full default set
3. Select a report if you wish to download just a singular report



When applying new report sets, you will be asked if you want to override your existing reports

4. ***Optional** Tick the override your existing reports check box which will apply new reports and move existing reports into the recycle bin.



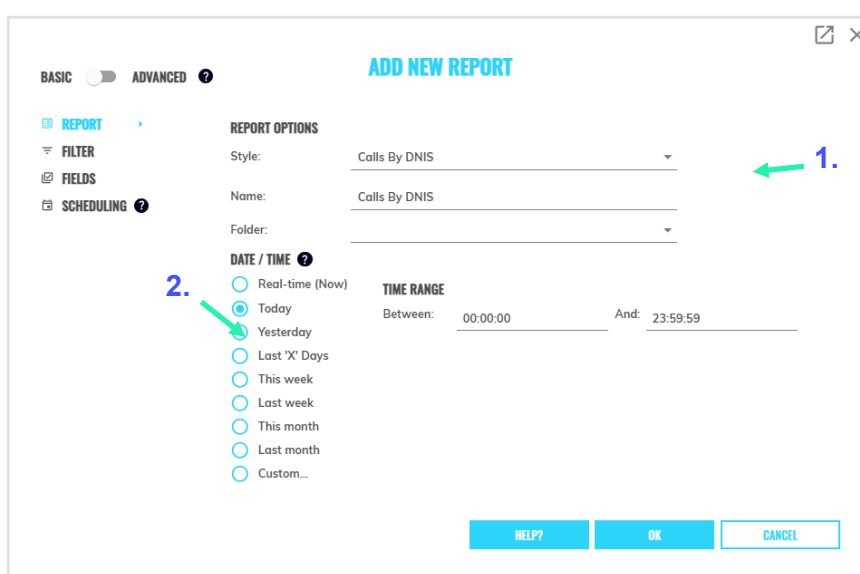
New Report – Calls By DNIS

Overview

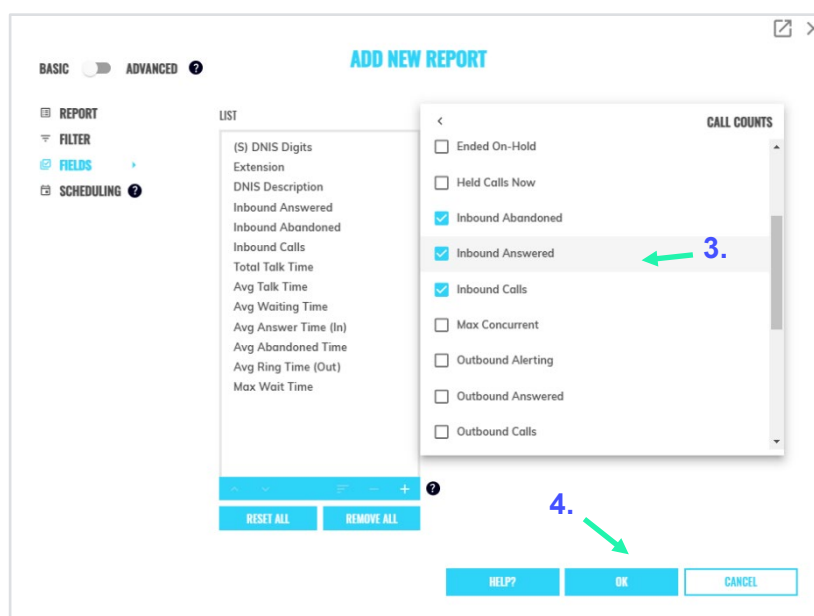
The Calls by DNIS report type enables Call Centre Supervisors/Managers to generate activity reports concerning DNIS linked to Call Centre Queues. This report specifically centres on the default Direct Inward Dialling (DDI) or Direct Inward Dial (DID) numbers of a Call Centre, along with all corresponding DNIS associations. It encompasses all call types, be it external, inbound, or outbound calls.

User instructions

1. Select the Calls by DNIS report style
2. Set the desired timeframe
3. Choose which statistics are to be measured against each DNIS
4. Click OK



Using the Date/Time setting, Reporting Users can filter the timeframe that is to be covered within the Calls by DNIS report, as well as determining which days of the week display on the report.



New Report – Total Calls By Interval

Overview

The Calls by ½ hour Interval Report has evolved into the Total Calls By Interval, as it now features the incorporation of three additional selectable intervals. This report presents a list of intervals including their respective start and end durations. When executed over multiple days, the report intelligently condenses the information by representing all calls within a specific interval with a single entry.

The behaviour of this report has not changed, it will have the custom set intervals from 00:00:00 – 23:59:59 depending on the report start/end settings and it will total call activity for that given period for the timeframe of the report.

Intervals

15 Minutes *New

30 Minutes

1 Hour *New

2 Hours *New

Any existing reports using Calls by ½ hour will be automatically migrated to the new report type and the interval set to 30 minutes.

User instructions

1. Click “+” to create a new report
2. Select the “Total Calls By Interval” report style from the dropdown menu
3. Select the relevant Interval you wish to use for the report
4. The report name will change to Total Calls By [Interval Selected]
5. Click ok to save the report

The screenshot shows the 'ADD NEW REPORT' dialog box. On the left, there are tabs for 'BASIC' and 'ADVANCED'. Under 'BASIC', there are sections for 'REPORT', 'FILTER', 'FIELDS', and 'SCHEDULING'. The 'REPORT' section is expanded, showing 'REPORT OPTIONS'. A dropdown menu is open for 'Interval', with '30 Minutes' selected. The 'DATE / TIME' section has 'Today' selected. The 'TIME RANGE' section shows 'Between: 00:00:00 And: 23:59:59'. Buttons for 'HELP?', 'OK', and 'CANCEL' are at the bottom.

Total Calls by 15 Minutes**INTERVAL ▲****09:00:00 - 09:14:59****09:15:00 - 09:29:59****09:30:00 - 09:44:59****10:00:00 - 10:14:59****Total Calls by 30 Minutes****INTERVAL ▲****09:00:00 - 09:29:59****09:30:00 - 09:59:59****10:00:00 - 10:29:59****10:30:00 - 10:59:59****Total Calls by 1 Hour****INTERVAL ▲****09:00:00 - 09:59:59****10:00:00 - 10:59:59****11:00:00 - 11:59:59****12:00:00 - 12:59:59****Total Calls by 2 Hours****INTERVAL ▲****08:00:00 - 09:59:59****10:00:00 - 11:59:59****12:00:00 - 13:59:59****14:00:00 - 15:59:59**

New Report – Calls By Time Interval

Overview

The Calls by Day, Week and Month reports have been incorporated into the Calls By Interval, as it now features an additional seven selectable intervals. This displays a list of every interval within the respective start and end duration/date.

The behaviour of this report has not changed, it will have the custom set intervals depending on the report interval and will list each interval for the timeframe of the report.

Intervals

15 Minutes *New

30 Minutes

1 Hour *New

2 Hours *New

4 Hours *New

6 Hours *New

8 Hours *New

12 Hours *New

Day

Week

Month

Any existing reports using Calls Day, Week or Month will be automatically migrated to the new report type and the interval set to that of before

User instructions

1. Click “+” to create a new report
2. Select the “Calls By Interval” report style from the dropdown menu
3. Select the relevant Interval you wish to use for the report
4. The report name will change to Calls By [Interval Selected]
5. Click ok to save the report

REPORT OPTIONS

Style: Calls By Interval

Interval: Minutes 30

Name: Minutes, Hours, Day, Week, Month

Folder:

Note:

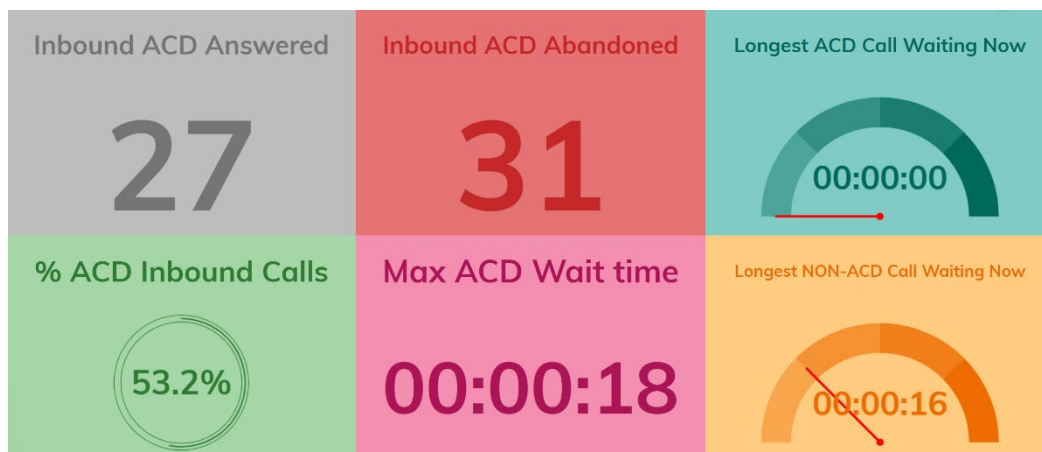
DISPLAY OPTIONS

New Metrics – Inbound Call Paths

Overview

Reporting users now have the capability to categorise inbound calls into three distinct types: ACD, non-ACD, and Internal. This enhancement aids in assessing the call activity of a user/agent more effectively.

These statistics can be added to a number of reports, allowing Reporting Users to easily compare the amount and percentage of calls between different inbound channels.



Location	ACD Calls	NON-ACD Calls	Internal Inbound Calls
Call Counts	External Inbound (ACD) Calls	External Inbound (Non-ACD) Calls	Internal Inbound Calls
	External Inbound (ACD) Answered	External Inbound (Non-ACD) Answered	Internal Inbound Answered
	External Inbound (ACD) Abandoned	External Inbound (Non-ACD) Abandoned	Internal Inbound Abandoned
Call Percentages	% External Inbound (ACD) Calls	% External Inbound (Non-ACD) Calls	% Internal Inbound Calls
	% External Inbound (ACD) Answered	% External Inbound (Non-ACD) Answered	% Internal Inbound Answered
	% External Inbound (ACD) Abandoned	% External Inbound (Non-ACD) Abandoned	% Internal Inbound Abandoned
Call Durations	Avg External ACD Abandoned Time	Avg External Non-ACD Abandoned Time	Avg Internal Talk Time (in)
	Avg External ACD Answer Time (in)	Avg External Non-ACD Answer Time (in)	Avg Internal Call Time (in)
	Avg External ACD Wait Time (in)	Avg External Non-ACD Wait Time (in)	Total Internal Talk Time (in)
	Avg External ACD Call Time (in)	Avg External Non-ACD Call Time (in)	Total Internal Call Time (in)
	Avg External ACD Talk Time (in)	Avg External Non-ACD Talk Time (in)	
	Longest External ACD Waiting Now	Longest External Non-ACD Waiting Now	
	Max External ACD Wait Time	Max External Non-ACD Wait Time	
	Total External ACD Talk Time (In)	Total External Non-ACD Talk Time (In)	
	Total External ACD Ring Time (In)	Total External Non-ACD Ring Time (in)	
	Total External ACD Call Time (In)	Total External Non-ACD Call Time (in)	

ACD Call

Calls that enter an ACD Call queue and calls distributed to agents.

Non-ACD Call

Calls that are distributed to Non-ACD Groups, Basic Queues and direct to extensions.

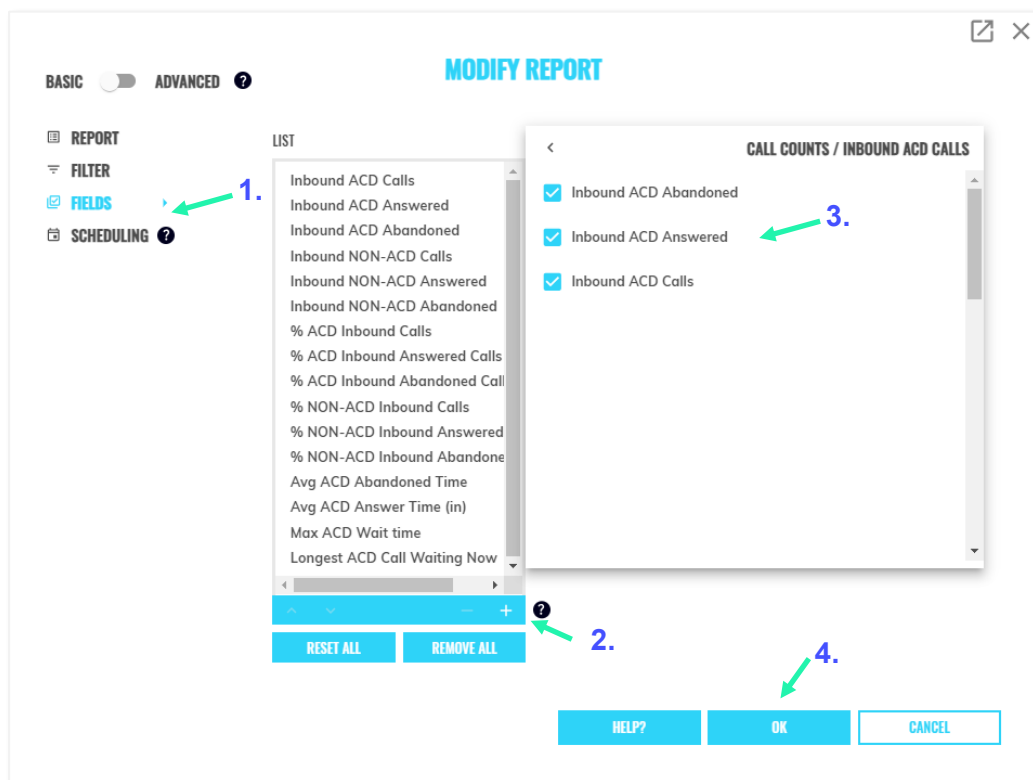
Internal Call

Calls between extensions on the telephony server platform

User instructions

Reporting > Add / Modify a Report

1. Select "Fields"
2. Click Add
3. Search and add new metrics in the below locations
 - a. Call Counts can be found in
 - i. Call Counts > Inbound ACD Calls
 - ii. Call Counts > Inbound Non-ACD Calls
 - iii. Call Counts > Internal Inbound Calls
 - b. Call Percentages can be found in
 - i. Call Percentages > Inbound ACD Calls
 - ii. Call Percentages > Inbound Non-ACD Calls
 - iii. Call Percentages > Internal Inbound Calls
 - c. Call Times can be found in
 - i. Call Times > Inbound Only > Inbound ACD Calls
 - ii. Call Times > Inbound Only > Inbound Non-ACD Calls
 - iii. Call Times > Inbound Only > Internal Inbound Calls
4. Click OK.



New Metrics – Call Start Time and Longest Waiting Now

Overview

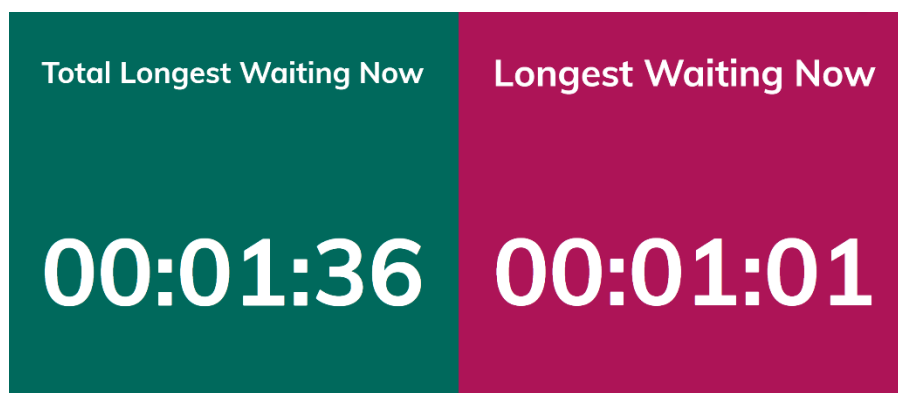
Two additional call statistics have been implemented to analyse complete call durations rather than focusing on individual segments. These are available on numerous report types

	Historic Call Log	Active Calls	Unreturned Lost Calls	Wallboard	Call Detail Modal
Call Start Time	✓	✓	✓		✓
Total Longest Waiting Now				✓	

The “Call Start Time” can be added to a number of reports, allowing users to easily find calls using the time when they enter the Telephony Platform

STARTED (CALL)	STARTED (SEG)	RING (SEG)
21/02/2024 09:24:47	21/02/2024 09:24:47	00:00:11
21/02/2024 09:24:47	21/02/2024 09:24:59	00:00:07

The recently introduced metric, "Total Longest Waiting Now," can now be included in a wallboard for Reporting Users. This enables said users to view the complete customer wait time, even when this spans across multiple segments or queues, including overflow scenarios.



User instructions

Reporting > Add / Modify a Report

1. Select “Fields”
2. Click Add
3. Search and add new metrics in the below locations
 - a. Call Start Time can be found in
 - i. Call Times > ‘Call Start Time’
 - b. Total Longest Waiting Now can be found in
 - i. Call Calls > Inbound Only > ‘Total Longest Waiting Now’
4. Click OK

Telephony Server and Partition Scope Filtering added to Basic Report Configuration

Overview

Scope filtering has been incorporated into the Basic report creation view, enabling reporting users to conveniently adjust the partition when modifying or creating reports.

The screenshot shows the 'ADD NEW REPORT' dialog box with the 'SCOPE FILTERING' section highlighted. The dialog has a sidebar with 'REPORT', 'FILTER', 'FIELDS', and 'SCHEDULING' options. The 'SCOPE FILTERING' section includes the following fields:

- Telephone Server: [All Telephony Servers]
- Partition(s): [Entire Telephony S...]

Below this, there are sections for 'LOCATIONAL FILTERING' and 'MISCELLANEOUS FILTERING', each with several input fields. At the bottom, there are 'HELP?', 'OK', and 'CANCEL' buttons.