

AKIXI 2.7 FOR ADMINISTRATORS

Software release 2.7 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 2.7

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

Automatic Creation of Call Center Supervisors

Call Center Supervisors can automatically be provisioned on a One-Time Full/Full Synchronisation.

Reorder User Management Modal (Add User)

When adding or modifying users to the Akixi administration portal, the reporting level can now be selected immediately via the “User Details” field, helping to improve efficiency when provisioning new users manually.

Administration Modal UI Changes

To improve the user experience when adding certain components to Akixi from the Administration portal, we have updated the UI for the following devices:

- Agents
- Call Recording Integrations
- Directory Entries
- Codes

Reporting Enhancements

Full Call Duration Metrics

Three additional call statistics have been implemented to analyse complete call durations rather than focusing on individual segments.

Releasing Party Metric

Reporting users can now add an additional field to a historic call report, which will show which party terminated an answered call.

New Metrics – High Water Marks / Averages

Three new agent statistics have been incorporated to assess agent availability either within specific intervals or across various groups.

Option to Hide insights Dashboard

To enhance customisation of the user’s Akixi experience, we have enabled the ability for the Insights Dashboard to be hidden when a user signs in.

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.

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Administration Enhancements

Automatic creation of Call Center Supervisors

Overview

Call Center Supervisors can automatically be provisioned on a One-Time Full/Full Synchronisation.

When Call Center Supervisor is ticked and a sync occurs, if a Supervisor on the BroadWorks platform is identified, Akixi will automatically provision the user/supervisor type within the corresponding Partition.

Supervisors will be created with the permission scope of that partition, unless 'Enable Telephony Server Supervisor Permissions By Default' is ticked

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If the Supervisor is taken off Broadworks, they will persist on Akixi until manual removal. Likewise, the same result will occur if the type is switched to soft.

Administrator Instructions

1. Add or Change a Partition
2. Change Synchronisation Type to Full / One-Time Full
3. Drop down Synchronisation Options
4. Select Call Center Supervisors
5. Tick Perform Synchronisation Now
6. Save

SYNCHRONISATION OPTIONS:	Extensions (Endpoints), ACD Agents + Associated Extensions ^
ENABLE TELEPHONY SERVER SUPERVISOR:	<input checked="" type="checkbox"/> Extensions (Endpoints)
	<input type="checkbox"/> Extensions (Trunking)
MAINTAIN PARITY:	<input checked="" type="checkbox"/> ACD Agents + Associated Extensions
	<input type="checkbox"/> Call Center Supervisors
FORCE MONITORED:	<input type="checkbox"/>
PERFORM SYNCHRONIZATION NOW:	<input type="checkbox"/>

Reorder of User Management Modal

Overview

When adding or modifying users to the Akixi administration portal, the reporting level can now be selected immediately via the “User Details” field, helping to improve efficiency when provisioning new users manually.

User Instructions

2.

ADD APPLICATION USER ACCOUNT

3.

USER DETAILS

PERMISSIONS

EXTENSION/ENDPOINT

ROLE

SETTINGS

User Type: None

Full Name:

Username:

Email:

Password:

Email Language:

Password Change Required:

Send Welcome Email:

Enable MFA:

NO REPORTING

None

ENTERPRISE REPORTING

Essentials User

Professional User

Enterprise User

Call Centre Agent

Call Centre Supervisor

HELP? SAVE CANCEL

1. From the “Application Users” page:
 - a. Select “Add” > “Single”
 - b. Select the desired user, and click “Change”
2. Navigate to the “User Details” menu
3. Expand the “User Type” dropdown list, and select the desired reporting level for the application user

Administration Modal UI Changes

Overview

To improve the user experience when adding certain components to Akixi from the administration portal, we have updated the UI for the following devices:

Agents

Call Recording Integrations

Directory Entries

Codes

✕

ADD NEW AGENT

- AGENT DETAILS >
- ADVANCED

Identifier (GUID):

Agent Number:

Partition:

Description:

Update Duplicate Items:

HELP?
SAVE
CANCEL

✕

ADD CALL RECORDING INTEGRATION

- GENERAL >
- SCOPE ASSIGNMENTS
- API COMMUNICATIONS

Identifier (GUID):

Integration Type:

Description:

HELP?
SAVE
CANCEL

ADD DIRECTORY

Telephone Server

Partition

Telephone Number

Description

[All Telephony Servers] ▼

[Any Partition] ▼

HELP?
SAVE
CANCEL

ADD CODE

GENERAL ▶

SCOPE ASSIGNMENT

IDENTIFIER (GUID): [Auto Generated]

Code: _____

Code Type: Account/Authorisation ▼ ⓘ

Description: _____

Update Duplicate Items:

HELP?
SAVE
CANCEL

Reporting Enhancements

Full Call Durations

Overview

Four additional call statistics have been implemented to analyse complete call durations rather than focusing on individual segments. These are available on numerous report types, detailed below:

	Historic Call Log	Active Calls	Unreturned Lost Calls	Call Detail Modal
Total Call Held Time	✓	✓		✓
Total Call Ring Time	✓	✓	✓	✓
Total Talk Time	✓	✓		✓
Total Call Time (All)	✓	✓		✓

The call durations can be added to a number of reports, an example being in the Historic Call Log below:

S	STARTED (CALL)	STARTED (SEG)	TOTAL RING TIME	RING TIME (SEG)	TOTAL TALK TIME	TOTAL CALL TIME
	21/11/2023 14:38:15	21/11/2023 14:38:15	00:00:30	00:00:30	00:00:00	00:00:30
✓	21/11/2023 14:38:15	21/11/2023 14:38:46	00:00:39	00:00:09	00:00:08	00:00:48

User Instructions

Reporting > Add / Modify a Report

1. Select "Fields"
2. Click Add
3. Search for and add the desired new metrics in the below locations:
 - a. Total Call Held Time can be found in
 - i. Call Times > 'Call Total Held Time'
 - b. Total Call Ring Time can be found in
 - i. Call Times > 'Call Total Ring Time'
 - c. Total Talk Time can be found in
 - i. Call Times > 'Call Total Talk Time'
 - d. Total Call Time (All) can be found in
 - i. Call Times > 'Call Total Time'
4. Click OK

Releasing Party Metric

Overview

Reporting users can now add an additional field to a historic call report, which will show which party terminated an answered call.

Calling Device – Party Initiating the Call

Called Device – Party Receiving the Call

ENDED BY
Clg Device
Clg Device
Clg Device
Cld Device

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 Terminated By? can be found in
 - i. Call Properties > 'Call Terminated By?'
4. Click OK

New Metrics – Agent High Watermarks / Averages

Overview

Three new agent statistics have been incorporated to assess agent availability either within specific intervals or across various groups.

	Total Calls by Interval	Calls by Interval	Hunt Group List
Max Available Agents	✓	✓	✓
Maximum Signed In	✓	✓	✓
Average Staffed Time	✓	✓	

An example of this can be seen in the below Calls by Interval report:

INTERVAL	INBOUND ANS	ABANDONED	UNIQUE ABND	OUTBOUND	OUTBOUND ANS	UNRETURNED	MAX AGENTS AVAILABLE	MAX SIGNED IN	AVG STAFFED TIME
20/02/2024 (09:00:00 - 09:59:59)	5	1	1	4	3	0	1	1	10:45:31
20/02/2024 (10:00:00 - 10:59:59)	3	1	1	3	3	1	1	1	10:55:05
20/02/2024 (11:00:00 - 11:59:59)	2	0	0	7	6	0	0	1	11:00:00
20/02/2024 (12:00:00 - 12:59:59)	15	9	4	5	4	2	1	2	05:35:19
	25	11	6	19	16	3			03:39:41

Information

Max Signed In

Maximum number of agents that were signed in for the specified period, at any given time.

Max Available Agents

Maximum number of agents that were available in for the specified period, at any given time.

Average Staffed Time

Total time on duty for agents that were signed in for the specified period, at any given time.

User Instructions

Reporting > Add / Modify a Report

1. Select "Fields"
2. Click Add
3. Search and add new metrics in the below locations
 - a. Max Signed In & Max Available Agents can be found in
 - i. ACD Counts
 - b. Average Staffed Time can be found in
 - i. ACD Times

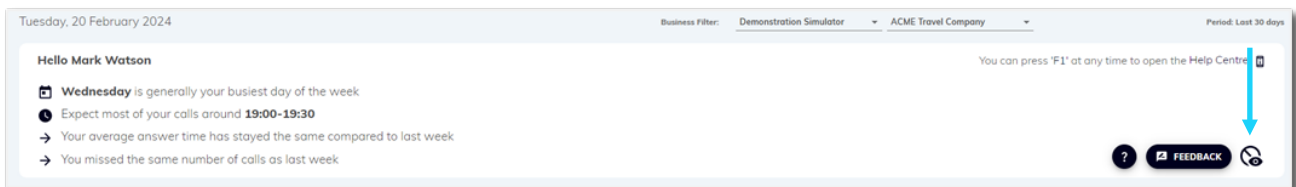
Option to Hide Insights Dashboard

Overview

To enhance customisation of the user's Akixi experience, we have enabled the ability for the Insights Dashboard to be hidden when a user signs in.

User Instructions

To **disable** the Insights Dashboard, select the icon displayed in the below screenshot:



To **re-enable** the Insights Dashboard, select the icon displayed in the below screenshot:

