

Akixi announces general availability of Real-time CX analytics for Microsoft Teams

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AKIXI, a leading value-added services (VAS) provider in the cloud communications market, have expanded their product offering with the general availability of **CX Analytics for Microsoft Teams**. Delivered via a single cloud platform, CX Analytics for Microsoft Teams includes several industry firsts:

- Akixi Bot Engine, providing deep real-time visibility of Teams calls and queues.
- Large-scale onboarding automation to rapidly deploy large numbers of business users within a multi-tier channel environment.
- Consistent reporting between a range of cloud platforms for hybrid use cases.

Akixi has long established its market leadership for delivering call analytics through a network of service provider partners. Based on this extensive experience, Akixi is again transforming outcomes for service providers and their customers with CX Analytics for Microsoft Teams. This solution is designed for simple integration into Service Provider operations, streamlining end-customer onboarding and enhancing user experience. As a fully cloud-based platform, this service can be integrated quickly into service provider portfolios and scaled to meet rapidly increasing demand in the Teams market.

Dominic Black, Director of Research Services at Cavell comments “While there is revenue to be made from reselling Direct Routing and Operator Connect for Microsoft Teams, Service Providers are unlikely to garner the same margin as their home grown UCaaS offers. The introduction of Akixi’s CX Analytics for Microsoft Teams will empower Service Providers to not only close that revenue gap, but also to create tangible differentiation within their Direct Routing and Operator Connect offering”.

Akixi is proud of its unique capabilities around real-time analytics. This innovative feature of CX Analytics for Microsoft Teams is indispensable to Service Provider customers who require instant access to end-user call data, especially in the informal contact center environment. CX Analytics for Microsoft Teams delivers end-to-end call visibility, combining historic and real-time data to create intuitive business insights that ensure all customer experience use cases can be met.

Mike Wilkinson, CPMO at Akixi added “To date, service providers have had to make do with limited enterprise grade Teams analytics solutions which significantly impacts their operations and cost of delivery. With CX Analytics for Microsoft Teams we have

built a service provider first solution alongside the real-time bot engine which provides the precision needed for call analytics that satisfy the largest ranges of use cases in the market.”

Akixi's CX Analytics for Microsoft Teams will initially be available via the following service providers: Redcentric, Evolve IP and VanillaIP. Book a demo, request a POC, or ask any questions here: <https://akixi.com/book-a-demo/>

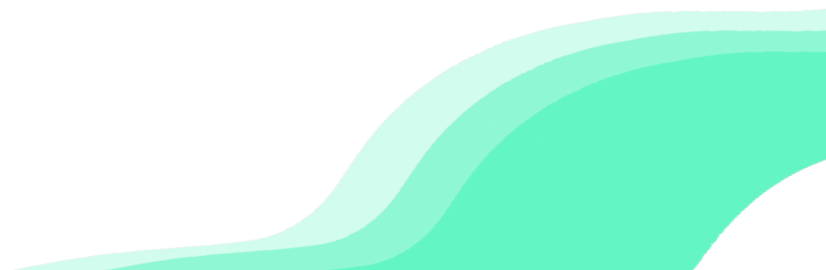
About Akixi:

We provide real-time CX (Customer Experience) insights that enhance Service Providers' value-added portfolios, helping drive revenue growth in the cloud communications market.

Our solutions include Business Insights, Call Center Reporting, and CRM Integration. By integrating with leading platforms like Microsoft Teams and Cisco Webex Calling, Akixi helps Service Providers increase revenue, build deeper customer relationships, and win more customers by enabling impactful CX insights.

Through trusted worldwide partnerships with over 600 leading telecoms and IT providers, we have deployed our solutions to over 10,000 customer sites across multiple sectors globally.

For more information or to get in touch, please visit us at www.akixi.com

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