

Akixi and TekVizion Partner to Accelerate Time to Market and Enhance Automated Testing Capabilities

LONDON, UK — [08/08/2024] — Akixi, a leading provider of advanced CX analytics solutions, and TekVizion, a communications platform testing and integration specialist, are pleased to announce their partnership to enhance automated testing capabilities to ensure the highest level of data integrity for service providers.

Through TekVizion's 360 program, Akixi will have full access to advanced lab environments and expertise, leveraging comprehensive testing capabilities and vast experience in Microsoft Teams telephony integration via Operator Connect and Direct Routing. This partnership provides additional third-party validation of call data integrity, ensuring that Akixi's service provider partners maintain the highest standards of accuracy in call center reporting and analytics.

"Our partnership with TekVizion reinforces our commitment to enhancing service provider propositions through cutting-edge real-time analytics and an expanding suite of value-added services," said Sam Hoffpauir, CTO of Akixi. "By working closely together with TekVizion, we can drive the evolution of test automation by integrating our advanced, real-time call analytics scenarios with one of the industry's most powerful testing platforms."

Initially, the collaboration will focus on supporting service providers integrating Akixi's CX Analytics with Microsoft Teams deployments. This is crucial for Teams-based call centers leveraging Akixi's state-of-the-art bot technology for real-time insights and advanced reporting capabilities. TekVizion will support this innovation with its expertise in automation, orchestration, and complex telephony interworking within the unified communications ecosystem.

"TekVizion's mission has always been to ensure flawless performance of service provider contact and communication platforms," stated Kishore Mukkamala, Head Service Delivery of TekVizion. "Our collaboration with Akixi empowers service providers to deploy and manage advanced, real-time Teams analytics with greater confidence and efficiency, which is critical for success in the rapidly evolving telecoms marketplace."

The partnership addresses industry challenges such as maintaining stability amidst frequent updates from platforms like Microsoft Teams and ensuring compatibility and data quality across multiple networks and systems. By combining their strengths, Akixi and TekVizion are setting new standards for integration and deployment within the Microsoft Teams Voice ecosystem.

This collaboration marks a significant advancement in automated testing and real-time analytics, ensuring Akixi and TekVizion are well-positioned to meet growing market demand and address future service provider challenges.



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About Akixi

Akixi is a fast-growing and profitable private equity (PE) owned company operating in the UK, Europe, and the US, headquartered near London. Akixi works with leading service providers to offer CX-impacting, cloud-based, real-time call insights and reporting and a range of value-added services, with over 850 partners and around one million users benefiting from our multiple award-winning solutions.

About TekVizion

TekVizion offers a range of services, including automated testing, certification, and product support to ensure seamless integration and operation of communications platforms. As a trusted partner in the UC market, TekVizion enhances service reliability and operational efficiency across various technologies.

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