

REAL TIME, CUSTOMISABLE CALL ANALYTICS:

Akixi Wallboard Solutions!

Akixi Solution Features

This cloud-based reporting solution features 19 reports and over 400 different data sets. Monitor key areas within your practice or network. It offers cradle to grave reporting and analysis to help highlight potential bottlenecks in your call routing.

Live Surgery Call Handling

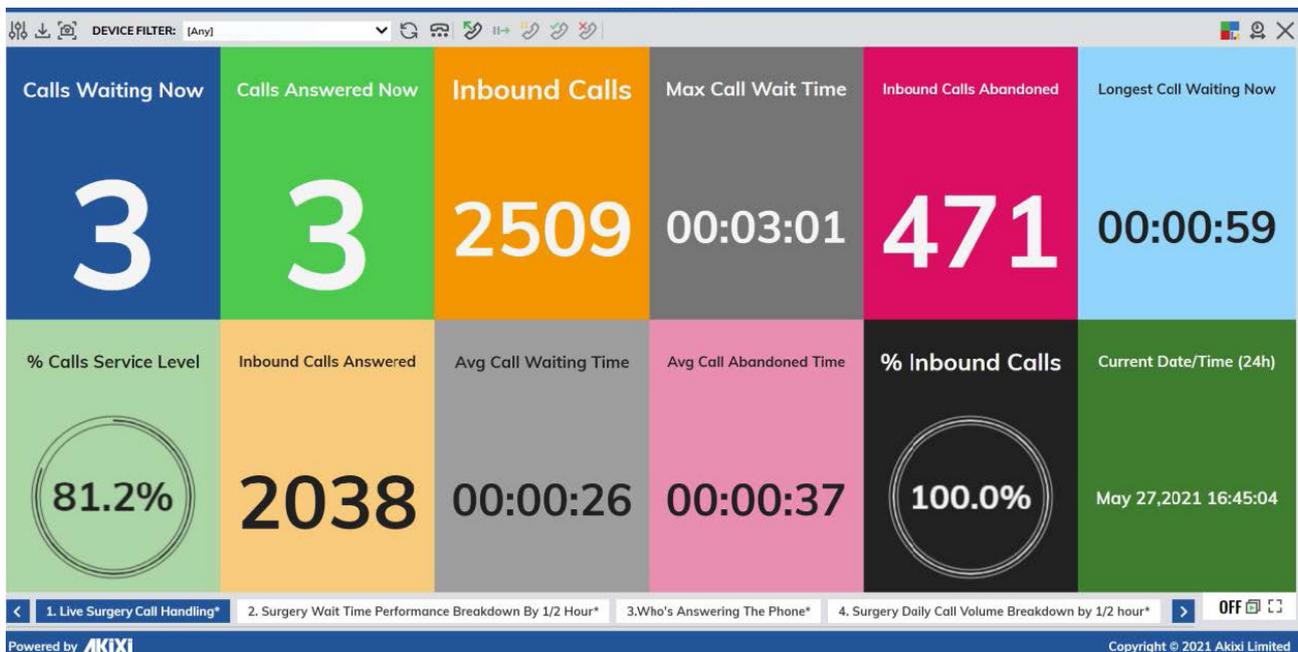
This wallboard displays a real time view of inbound call metrics, detailing number of call waiting, active calls, volume of inbound calls, abandoned calls, average answer time and more.

Surgery Wait Time Performance Breakdown

A historical report details a summary of inbound calls in to the practice or department, broken down into 30 minute segments. With this feature, you are able to see the volume of inbound calls, number of abandoned/lost calls and the average/maximum wait time.

Surgery Daily Summary

See a daily summary of inbound calls, providing a straightforward analysis of activity.



What next?

For more information call **0800 048 4666** or go to www.premierchoicegroup.com

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Who's answering?

View real time data of staff member's telephone use and historical call handling totals. Practice Managers are able to take users off DND and take calls when lines are busy. See data for who's answering the most calls, how long they have spent on each one and average call data.

Surgery Reception Dashboard and Leaderboard

The dashboard facility enables multiple reports to be viewed in one single 'pane of glass'. Each wallboard details key inbound call metrics for each operator. Real time report shows a live extension status and call total count for each extension.

S	PERSON	CALLS ADV	CALLS IN ANS	CALLS IN...	CALL TOT TLK	CALL AVG TLK	TELNO/CONTACTID (REM)	TYPE/DIR	CALL TIME
	Amelia Turner	25	36	72	00:54:11	00:01:30			
	Luke Cooley	17	44	69	01:15:24	00:01:42	helen.schroeder76@xyz-mail.com	Ext/In (ACD)	00:01:56
	Max Norton	15	35	59	00:52:26	00:01:29			
	Bob O'Grady	13	38	54	00:59:34	00:01:34	helen.schroeder76@xyz-mail.com	Ext/In (ACD)	00:05:32
	Tyler Sword	14	29	52	00:43:29	00:01:29	06756549211	Ext/In (ACD)	00:01:29
	Liam Dixon	14	25	51	00:41:07	00:01:38			
	Jake Wilkins...	4	24	33	00:32:09	00:01:20			
		102	231	390	05:58:20	00:01:33			

S	DESCRIPTION	CALLS IN...	CALLS IN ANS	CALL TOT TLK	CALL AVG TLK
	Elie Berry	168	99	02:32:20	00:01:32
	Ryan O'Rourke	128	80	01:50:19	00:01:22
	Holly Jason	108	68	01:40:16	00:01:28
	Liam Dixon	103	57	01:31:52	00:01:36
	Lewis Stone	95	55	01:25:16	00:01:33

Ellie Inbound Calls: 124 Inbound Calls Answered: 99 Inbound Calls Abandoned: 25 % Calls Service Level: 79.8% Avg Call Talk Time (In): 00:01:32 Total Call Talk Time (In): 02:32:20 Avg Call Talk Time: 00:01:32	Emma Inbound Calls: 53 Inbound Calls Answered: 43 Inbound Calls Abandoned: 10 % Calls Service Level: 81.1% Avg Call Talk Time (In): 00:01:40 Total Call Talk Time (In): 01:12:12 Avg Call Talk Time: 00:01:40	Holly Inbound Calls: 81 Inbound Calls Answered: 68 Inbound Calls Abandoned: 13 % Calls Service Level: 84.0% Avg Call Talk Time (In): 00:01:28 Total Call Talk Time (In): 01:40:16 Avg Call Talk Time: 00:01:28
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*Itemised Historic Contact List *Live Extension State & Call Handling Totals *Live Inbound Call Handling by 1/2 Hour *Unreturned Lost Calls & Sales Revenue Active Contact List OFF

1. Live Surgery Call Handling* 2. Surgery Wait Time Performance Breakdown By 1/2 Hour* 3. Who's Answering The Phone* 5. Surgery Lost Calls - Live / Scheduled* 6. Surgery Reception Dashboard & Leaderboard Surgery Daily Summary of Inbound Calls *Call Volumes Summary by DDI/DID

What next?

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