



MANAGEMENT REPORTING TOOLS

Do you know how many calls you are getting? Do you know how they are being handled or who is handling them?

Horizon offers a number of key measurements through its reporting section but there is a growing requirement for more in-depth call management reporting and wall board integration to help organisations gain a real-time understanding of calls.

Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your Horizon service, which will let you export the statistics you need to help manage your business.

Waiting Now 1	Longest Waiting 00:00:08	Answered Now 10	Inbound Calls 705
Inbound Answered 603	Inbound Abandoned 102	Avg Answer Time 00:00:23	Service Level 16.7%
Outbound Calls 122	Outbound Answered 105	Total Talk Time 04:07:32	Avg Talk Time 00:01:40
Sign-In Count	In Wrap-Up	Time On Duty (Stat)	Avg Wrap-Up Time

Additional benefits available by using Akixi:

- **No server on site** – Enables multi-site monitoring and supports business continuity
- **Real-time stats** – Provides wall boards with real-time traffic information and alarms to ensure critical routes into the business are constantly monitored
- **Accessible from any internet-enabled device** – Use the service via traditional desktop devices or monitor on the go through your mobile
- **Push reporting and alarms** – Customisable push reporting and alarms to ensure business-critical metrics are always available
- **Cradle-to-grave reporting** – Monitor a call throughout its path by seeing every divert leg and call detail, easily and accurately segmented for identification
- **Track after-hours calls** – Highlight suspicious activity or unauthorised calling
- **Abandoned call recovery** – Missed a call? See instantly if it has been returned
- **Activity and extension activity monitoring** – Quickly and easily monitor key extension or call routes to ensure maximum efficiency

By using management reporting you can:

- See what needs to be done instantly to **improve customer service**
- Monitor time to answer and **manage calls more efficiently**
- **Analyse internal call patterns**
- **See how many calls are being abandoned** with the ability to return them
- **Optimise resources** by ensuring the right number of operators is in place at all times