

Akixi General Admin User Guide

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Retrieving The Configuration of The Akixi Service for Customer Billing

When Would I Use A Billing Summary/Config File?

It is recommended that before you utilise the admin interface to firstly retrieve the billing configuration of the Akixi Service. Doing so can be useful when determining how much you intend to bill your customer for this service or generally checking on the number of extension devices and supervisors set up on the Akixi service for this customer.

Once you have made the desired administrative changes ensure that you retrieve another billing configuration from Akixi so that you can see that the changes made have been reflected. Doing so will ensure that you are aware of how much you can expect to be billed and that there are no unexpected billing charges due to the administrative changes you have made.

When Would I Use Billing CDRs?

The Billing CDR can be imported into customer's own billing systems. By doing so this removes the requirement for manual invoicing.

Login (Administrator) > Status & Tools > Licenses:

License Entries	Value	Usage	Status
Overall License	[N/A]	[N/A]	OK (License loaded at 07-Jun-2015 00:47:43 BST).
Server Name	Horizon	[N/A]	OK
Server URL Suffix	.akixi.com	[N/A]	OK
Allowable Partitions (Akixi Lite)	50	5 Of 50	OK
Allowable Partitions (Akixi 1000)	150	106 Of 150	OK
Allowable Partitions (Akixi 2000)	200	151 Of 200	OK

Refresh This View:

Reload Licenses:

Billing Reports

Filtering

Telephone Server:

Partition / Tenant:

Advanced

☒ Exclude Configuration For Non-Billable Part Codes

☐ Include System-Wide Application Users

☐ Include Demonstration Telephone Server Configuration (Ignore Billing Exclusions)

☐ Include Simulation Telephone Server Configuration

1.) 2.)

How To Retrieve The Configuration of The Akixi Service

1. To produce a "Billing Summary" click "Billing Summary".
2. To produce a "Billing CDR Report" click "Billing CDR Report".

Using Your Akixi Admin Account

What Is An “Akixi Admin Account”?

An Akixi Admin Account enables resellers and aggregators to make configurational changes to the way that their customer's Akixi service is running. Resellers and aggregators can investigate issues and retrieve billing info relating to the configuration of the service for a particular customer. Admin accounts are not chargeable and are available to any Akixi reseller or aggregator who has customers that use the Akixi service.

Adding An Additional Admin Account

With the new Admin account that Akixi provides you with, you also have the ability to add an additional Akixi Admin account. To add a new Admin account please follow the instructions provided below.

Login > Administration > Application User > Add

Add New User

User Name (E-mail):

E-mails Delivered To:

Full Name:

Locked Out? ☐

Password:

Confirm Password:

Password Change Required: ☒ Send Welcome E-mail: ☒

Default Language: (Used For E-mails)

Permissions

Telephony Server:

Partition:

Device: (Reporting Only)

And/Or ACD Agent: (Reporting Only)

User Access

Reporting Access:

System Administration: ☒ Service Notifications? ☐ Concurrent Sign-Ins Permitted? ☐

User's Endpoint Location

Telephony Server:

Partition:

Main Device:

And/Or ACD Agent: (Not Recommended)

Advanced

Prompt For Terms Of Service? ☒ Notify Of Self Password Changes? ☒ Report Update Interval: (s)

Disable Media Player Plug-ins? ☐ Disable Drag & Drop Features? ☐ JavaScript Audit Output? ☐

How to Add An Additional Admin Account

1. Enter a valid username in this box, we recommend that the format for this username is the [endusercompanyname@resellercompanyname.com](#)
2. Enter the email address of the Admin.
3. Enter the "Full Name" as "Admin 2"
4. Tick "Send Welcome Email". An automated email will be sent to the Admin's email address and will contain the username and password.
5. Under "Permissions", next to "Reporting Access" scroll down and select "None"
6. Tick "System Administration"
7. Once all of the above steps have been completed click "Add".

Adding A Supervisor

What Is A “Supervisor”?

As a supervisor a customer can log into Akixi and have access to reports, run a wallboard, schedule emailed reports and modify reports. A supervisor account is required with all subscriptions to the service.

Login > Administration > Application Users > Add:

Change User

User Name (E-mail): 1.) johnsmith@abc1.com Change

E-mails Delivered To: 2.) johnsmith@abc1.com

Full Name: 3.) John Smith

Locked Out? ☐

Password: a5q1W6D8M5 Hide Set Random

Confirm Password: a5q1W6D8M5

Password Change Required: ☒ 4.) ☒ Send Welcome E-mail: ☒

Default Language: English (United Kingdom) (Used For E-mails)

Permissions

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

Device: [Any Device] (Reporting Only)

And/Or ACD Agent: [Any ACD Agent] (Reporting Only)

User Access

Reporting Access: 5.) Akixi 2000 (All) Reports (Warning: Affects Monthly Billing)

System Administration: ☐ Service Notifications? ☐ Concurrent Sign-Ins Permitted? ☐

User's Endpoint Location

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

6.) Main Device: 100 (Jack Burns)

And/Or ACD Agent: [No Associated ACD Agent] (Not Recommended)

Advanced

Prompt For Terms Of Service? ☐ Notify Of Self Password Changes? ☒

Disable Media Player Plug-ins? ☐ Disable Drag & Drop Features? ☐ JavaScript Audit Output? ☐

7.) Save Cancel

How to Add A Supervisor

1. Enter a valid username in this box e.g. johnsmith@abc1.com
2. Enter the customer's email address
3. Type the customer's full name in this box.
4. Tick "Send Welcome Email". An automated email will be sent to the customer's email address and will contain the username and password.
5. Select the correct reporting license e.g. Akixi Lite, Akixi 1000 or Akixi 2000.
6. Select the supervisor's end point from the drop down list; this enables certain Akixi call control features.
7. Once all of the above steps have been completed click "Save".

Please be aware adding a Supervisor does incur a cost. Please refer to our pricing or contact your Account Manager for more information.

Resetting A Password For A Supervisor

Login > Administration > Application users > Select Supervisor > Change:

Change User

User Name (E-mail): johnsmith@abc1.com

E-mails Delivered To: 1.) johnsmith@abc1.com

Full Name: John Smith

Locked Out? ☒

Password: 2.)

Confirm Password:

Password Change Required: ☒ 3.) ☒ Send Welcome E-mail: ☒

Default Language: English (United Kingdom) (Used For E-mails)

Permissions

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

Device: [Any Device] (Reporting Only)

And/Or ACD Agent: [Any ACD Agent] (Reporting Only)

User Access

Reporting Access: Akixi 2000 (All) Reports (Warning: Affects Monthly Billing)

System Administration: ☐ Service Notifications? ☐ Concurrent Sign-Ins Permitted? ☐

User's Endpoint Location

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

Main Device: 100 (Jack Burns)

And/Or ACD Agent: [No Associated ACD Agent] (Not Recommended)

Advanced

Prompt For Terms Of Service? ☐ Notify Of Self Password Changes? ☒

Disable Media Player Plug-ins? ☐ Disable Drag & Drop Features? ☐ JavaScript Audit Output? ☐

4.)

How To Reset A Password For A Supervisor

1. Check that the correct email address is shown in this area.
2. Click "Set Random", setting a random password generated by Akixi will ensure the customer's account will remain secure.
3. Tick "Send Welcome Email". An automated email will be sent to the customer's email address and will contain the username and password.
4. Once all of the above steps have been completed click "Save".

Locking Out A Supervisor

Warning: Locking out Supervisor accounts does not exclude them from Billing

By 'locking out' a supervisor you will prevent your customer from accessing the Akixi service in instances where the customer has not kept up to date with their payments or when you are setting up reports for them e.g. performing maintenance.

Login (Administrator) > Administration > Application Users > Tick Supervisor > Change:

Change User

User Name (E-mail): johnsmith@abc1.com Change

E-mails Delivered To: johnsmith@abc1.com

Full Name: John Smith

1.) **Locked Out?** ☒

Password: Set Random

Confirm Password:

Password Change Required: ☐ Send Welcome E-mail: ☐

Default Language: English (United Kingdom) (Used For E-mails)

Permissions

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

Device: [Any Device] (Reporting Only)

And/Or ACD Agent: [Any ACD Agent] (Reporting Only)

User Access

Reporting Access: Akixi 2000 (All) Reports (Warning: Affects Monthly Billing)

System Administration: ☐ Service Notifications? ☐ Concurrent Sign-Ins Permitted? ☐

User's Endpoint Location

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

Main Device: 100 (Jack Burns)

And/Or ACD Agent: [No Associated ACD Agent] (Not Recommended)

Advanced

Prompt For Terms Of Service? ☐ Notify Of Self Password Changes? ☒

Disable Media Player Plug-ins? ☐ Disable Drag & Drop Features? ☐ JavaScript Audit Output? ☐

2.) Save Cancel

How To Lock Out A Supervisor

1. Tick "Locked Out?" which is located underneath the "Full Name" field in order to lock out a supervisor account.
2. Click "Save" to ensure that the account is properly locked out.

Unlocking A Supervisor Account

By 'unlocking' your customer's supervisor account you will be allowing them to regain access to the Akixi service.

Login (Administrator) > Administration > Application Users > Tick Supervisor > Change:

Change User

User Name (E-mail): johnsmith@abc1.com

E-mails Delivered To: johnsmith@abc1.com

Full Name: John Smith

1.) **Locked Out?** ☐

Password:

Confirm Password:

Password Change Required: ☐ Send Welcome E-mail: ☐

Default Language: English (United Kingdom) (Used For E-mails)

Permissions

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

Device: [Any Device] (Reporting Only)

And/Or ACD Agent: [Any ACD Agent] (Reporting Only)

User Access

Reporting Access: Akixi 2000 (All) Reports (Warning: Affects Monthly Billing)

System Administration: ☐ Service Notifications? ☐ Concurrent Sign-Ins Permitted? ☐

User's Endpoint Location

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

Main Device: 100 (Jack Burns)

And/Or ACD Agent: [No Associated ACD Agent] (Not Recommended)

Advanced

Prompt For Terms Of Service? ☐ Notify Of Self Password Changes? ☒

Disable Media Player Plug-ins? ☐ Disable Drag & Drop Features? ☐ JavaScript Audit Output? ☐

2.)

How To Unlock A Supervisor

1. Untick "Locked Out?" which is located underneath the "Full Name" field.
2. Click "Save" to ensure that the account is properly locked.

Reassigning A Supervisor Account

Login > Administration > Application users > Select Supervisor > Change:

Change User

User Name (E-mail): 1.) johnsmith@abc1.com Change

E-mails Delivered To: 2.) johnsmith@abc1.com

Full Name: John Smith

Locked Out? ☐

Password: 3.) L9y9L3v2I2 Hide Set Random

Confirm Password: L9y9L3v2I2

Password Change Required: ☒ 4.) ☒ Send Welcome E-mail: ☒

Default Language: English (United Kingdom) (Used For E-mails)

Permissions

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

Device: [Any Device] (Reporting Only)

And/Or ACD Agent: [Any ACD Agent] (Reporting Only)

User Access

5.) Reporting Access: Akixi 2000 (All) Reports (Warning: Affects Monthly Billing)

System Administration: ☐ Service Notifications? ☐ Concurrent Sign-Ins Permitted? ☐

User's Endpoint Location

Telephony Server: Gamma Telecom Demonstration Facility

Partition: ACME Insurance Company

6.) Main Device: 100 (Jack Burns)

And/Or ACD Agent: [No Associated ACD Agent] (Not Recommended)

Advanced

Prompt For Terms Of Service? ☐ Notify Of Self Password Changes? ☒

Disable Media Player Plug-ins? ☐ Disable Drag & Drop Features? ☐ JavaScript Audit Output? ☐

7.) Save Cancel

How To Reassign A Supervisor

1. Change the username e.g. from [xx@xx.com](#) to [zz@zz.com](#).
2. Update the "Emails Delivered To" field to reflect the new supervisors valid email address.
3. Update the "Full Name" field.
4. Change the password by using the random password generator.
5. Tick "Send Welcome Email". An automated email will be sent to the customer's email address and will contain the username and password.
6. Always check that the correct level of reporting license has been applied to the supervisor account. Failing to do so may result in Akixi billing for a higher license than initially ordered.
7. Click 'Save', Akixi will then issue the welcome email and save changes.

Deleting A Supervisor Account

Warning: By deleting a Supervisor account, all settings and scheduled reports will be deleted at the same time. Once a Supervisor accounts has been deleted we are unable to restore reports built from within the account.

Login > Administration > Application users > Select Supervisor > Delete:

Telephony Server:	Gamma Telecom Demonstration Facility	Show:	[All User Types]	Items Per Page:	[All]
Partition / Tenant:	ACME Insurance Company				

User Name	Full Name	Locked Out?	Activity	Last Signed-In	Active Sign-Ins	User Type	Telephone Server	Select
^{1.)} johnsmith@abc1.com	John Smith	No	Over 2 Month(s) Ago	11-Mar-2015	0	Akixi 2000	Gamma Telecom Demonstration Facility	<input checked="" type="checkbox"/>

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How To Delete A Supervisor

1. Select the supervisor account that you wish to delete by using the tick box.
2. Once you have selected the supervisor account click 'delete' and acknowledge the warning.

Ghosting A Supervisor Account

TIP: Signing in as your customer's supervisor can be useful for diagnosing fault gathering information required in order to raise a support ticket with Akixi.

Access your customer's supervisor account by following these simple steps:

Login (Administrator) > Administration > Application Users > Select Required Supervisor (Tick) > Sign In As:

Telephony Server:

Gamma Telecom Demonstration Facility

Partition / Tenant:

All

Show:

All User Types

Items Per Page:

All

User Name	Full Name	Locked Out?	Activity	Last Signed-In	Active Sign-Ins	User Type	Telephone Server	Select
bartuser@akixi.com	Bart Delgado Demo Simulator account	No	[Last Week]	03-Jun-2015	0	Akixi 2000	Gamma Telecom Demonstration Facility	<input type="checkbox"/>
johnsmith@abc1.com	John Smith	No	Over 2 Month(s) Ago	11-Mar-2015	0	Akixi 2000	Gamma Telecom Demonstration Facility	<input checked="" type="checkbox"/>
Martin1	Martin Exhibition User 01	No	Over 2 Month(s) Ago	11-Mar-2015	0	Akixi 2000	Gamma Telecom Demonstration Facility	<input type="checkbox"/>
Tablet1	Tablet Exhibition User 01	No	Over 2 Month(s) Ago	11-Mar-2015	0	Akixi 2000	Gamma Telecom Demonstration Facility	<input type="checkbox"/>
training@akixi.com	Training Admin account	No	[None]	[Never]	0	Administrator	Gamma Telecom Demonstration Facility	<input type="checkbox"/>

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2.)

Add

Change

Sign In As

Delete

Refresh

How To Access A Supervisor Account Using The Admin Account

1. Select the supervisor account that you wish to sign into using the tick box.
2. Once you have selected the supervisor account click "Sign In As". By doing so you will be signed out of your administrator account and signed into the selected supervisor account. A warning will appear on screen when "Sign In As" has been clicked.

Adding A Presence User

What Is A "Presence User"?

An Akixi "Presence User" is an application user which can be described as a restricted supervisor. A presence user has access to limited reports that include Extension BLF, ACD Agent BLF where they can see the status of their colleagues and they have access to their own Historical Call List, whereby they can only see a historic list of their own calls.

Login > Administration > Application Users > Add:

Add New User

User Name (E-mail): 1. janesmith@abc1.com
 E-mails Delivered To: 2. janesmith@abc1.com
 Full Name: 3. Jane Smith
 Locked Out? ☐
 Password: V4B8E1c2a2 Hide Set Random
 Confirm Password: V4B8E1c2a2
 Password Change Required: ☒ 4. Send Welcome E-mail: ☒
 Default Language: English (United Kingdom) (Used For E-mails)

Permissions

Telephony Server: Demonstration Facility
 Partition: ACME Travel Company
 Device: [Any Device] (Reporting Only)
 And/Or ACD Agent: [Any ACD Agent] (Reporting Only)

User Access

Reporting Access: 5. Akixi Presence Only (Warning: Affects Monthly Billing)
 Recording Playback: [Dubber: Demonstration Simulator] (Also Affects Billing)
 System Administration: ☐ Service Notifications? ☐ Concurrent Sign-Ins Permitted? ☐

User's Endpoint Location

Telephony Server: Demonstration Facility
 Partition: ACME Travel Company
 6. Main Device: 111 (Katie Pink)
 And/Or ACD Agent: [No Associated ACD Agent] (Not Recommended)

Advanced

7. Add Cancel

How to Add A Presence User

1. Enter the customer's email address in the "Username"
2. Enter the customer's email address
3. Type the customer's full name in this box.
4. Tick "Send Welcome Email". An automated email will be sent to the customer's email address and will contain the username and password.
5. Select the correct reporting license which is "Akixi Presence Only"
6. Select the presence user's end point from the drop down list; this enables certain Akixi call control features.
7. Once all of the above steps have been completed click "Add".

Please be aware adding a "Presence User" does incur a cost.

Adding An Extension Device

What Is An “Extension Device”?

An extension device is another name for an extension number that can be used to make internal calls, transfer calls internally, run a voicemail application or direct calls to a hunt group.

Extension devices are usually attached to their own DDI number which is in turn monitored on the Akixi service for the purpose of gathering data for call reports.

Login > Administration > Devices > Add:

Add New Device

Identifier (GUID):

1.) Device Number:

2.) Partition:

3.) Device Type:

Description:

Advanced

Internal Dialling Address:

Override Device Monitoring: ☐

BroadWorks UserID:

Owning Group ID:

☐ Update Existing (Duplicate) Items

4.)

How To Add An Extension Device

1. Type the DDI associated with the new extension number into the “Device Number” field.
2. Select the customer’s company name in the “Partition” field.
3. Select the type of device from the drop down list in “Device Type”.
4. To add this device click “Add”.

Please be aware adding an Extension Device does incur a cost. Please refer to our pricing or contact your Account Manager for more information.

Deleting An Extension Device

Warning: By deleting an extension device, all data associated will be deleted at the same time.

Login (Administrator) > Administration > Devices:

Telephony Server: Show: Items Per Page:

Partition / Tenant:

Device	Description	Extension	Type	Partition	Select
12235	Device 12235	[None]	Extension / Endpoint	Demonstration Facility	<input type="checkbox"/>
11111111	Device 11111111	[None]	Extension / Endpoint	Demonstration Facility	<input type="checkbox"/>
1000025125	Device 1000025125	[None]	Extension / Endpoint	Demonstration Facility	<input type="checkbox"/>

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How To Delete An Extension Device

1. Select the extension device that you wish to delete.
2. To confirm your choice and delete the device click 'delete' and acknowledge the warning regarding loss of data once a device is removed from the service.

Updating All Device Descriptions To Reflect Changes Made On Your Telephony Platform

Login (Administrator) > Administration > Partition > Select Company Name > Change:

Change Partition

Identifier (GUID): ec50d3c64323fc59:59215fdb:14dd8fb005e:-41c9

No. In Telephony Server (Auto): 1

Description: Demonstration Facility

Billing ID Or Tag:

Licensed For: Akixi 2000 (All User Types)

Time Zone: (GMT) Dublin, Edinburgh, Lisbon, London [DLS]

Start Of Day (Local Time): 00:00:00

Country Code Dialling Location: 44

Internal Significant Digit Length: 4

Communication Enabled: ☒

Configuration Synchronisation

Type On Telephony Server: Enterprise

Enterprise Or Provider ID: ggg665

1.) Perform Synchronisation Now: ☒

Retrieve All Extensions / Agents: ☐ (Warning: Affects Monthly Billing)

Status

Synchronisation Last Started At: [Not Performed Yet]

Synchronisation Status / Error: [None]

Advanced

CTI Logging Enabled: ☐

2.)

How To Update All Devices

1. To update device descriptions shown in Akixi to match those shown on your telephony platform tick "Perform Synchronisation Now".
2. Click "Save", Akixi will then automatically perform a sync that takes approximately 2 minutes (this is dependent on the site size).

Retrieving All Devices From Your Telephony Platform Within Akixi

Login (Administrator) > Administration > Partition > Select Company Name > Change:

Change Partition

Identifier (GUID): ec50d3c64323fc59:59215fdb:14dd8fb005e:-41c9

No. In Telephony Server (Auto): 1

Description: Demonstration Facility

Billing ID Or Tag:

Licensed For: Akixi 2000 (All User Types)

Time Zone: (GMT) Dublin, Edinburgh, Lisbon, London [DLS]

Start Of Day (Local Time): 00:00:00

Country Code Dialling Location: 44

Internal Significant Digit Length: 4

Communication Enabled: ☒

Configuration Synchronisation

Type On Telephony Server: Enterprise

Enterprise Or Provider ID: ggg665

1.) Perform Synchronisation Now: ☒

Retrieve All Extensions / Agents: ☒ (Warning: Affects Monthly Billing)

Status

Synchronisation Last Started At: [Not Performed Yet]

Synchronisation Status / Error: [None]

Advanced

CTI Logging Enabled: ☐

2.) **Save** Cancel

How To Retrieve All Devices

1. To update devices shown in Akixi to match those shown on your telephony platform tick "Perform Synchronisation Now" and "Retrieve All Extensions/Agents". Doing so Akixi will extract all devices in and start monitoring them on the Akixi service. Be aware that this will affect monthly billing.
2. To confirm this change and start the automatic sync click "Save" and acknowledge the billing warning on the screen.

Adding An ACD Agent

There is no need to type the ACD Agent Description at this point as Akixi will synchronise with the telephony platform and retrieve this info automatically.

Login (Administrator) > Administration > Devices > Add:

Add New ACD Agent

Identifier (GUID):	e25e5531346be6b6:-5a76e143:1538963b2b3:222b
ACD Agent Number:	Enter the DDI number for the device here
Partition:	[None] Select the relevant partition (end user company name)
Description:	This is automatically obtained from Horizon (please do not populate)

Advanced

Call Center License Type:	[None]	Please do not populate this section. This is automatically obtained from Horizon.
Internal Number:		
Override Monitoring:	<input type="checkbox"/>	
BroadWorks UserID:		
Owning Group ID:		

☐ Update Existing (Duplicate) Items

Click add when finished **Add** Cancel

How To Add An ACD Agent

1. Type the ACD Agent number as configured on the telephone platform.
2. Click "Save".

Please be aware adding an ACD Agent does incur a cost. Please refer to our pricing or contact your Account Manager for more information.

Deleting An ACD Agent

Login (Administrator) > Administration > Agents:

Telephony Server:	Gamma Telecom Demonstration Facility	Items Per Page:	[All]
Partition / Tenant:	[All]		
ACD Agent	Description	Partition	Select
500	Pauline Trimby	ACME Travel Company	<input type="checkbox"/>
500	Thomas Jackson	ACME Insurance Company	<input type="checkbox"/>
501	Justin Evans	ACME Travel Company	<input type="checkbox"/>
1.) 501	Tim Radcliff	ACME Insurance Company	<input checked="" type="checkbox"/>
502	Jackie Watts	ACME Travel Company	<input type="checkbox"/>
502	Bob Conway	ACME Insurance Company	<input type="checkbox"/>
503	Simon Charter	ACME Travel Company	<input type="checkbox"/>
503	Sonya Collins	ACME Insurance Company	<input type="checkbox"/>
504	Dana West	ACME Travel Company	<input type="checkbox"/>
505	Lorna Jones	ACME Travel Company	<input type="checkbox"/>
506	Steven Toomey	ACME Travel Company	<input type="checkbox"/>
507	Linda Hobbs	ACME Travel Company	<input type="checkbox"/>
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How To Delete An ACD Agent

1. Select the ACD Agent that you wish to delete from the service by using the tick box.
2. Click "Delete".

ACD Unavailable Codes

What Is An “Unavailable Code”?

Agent unavailable codes are configurable attributes that are applied when an agent becomes unavailable. Agents may select a reason for changing their agent (ACD) states to “Unavailable” using their handset or client. These reasons can be reported on using Akixi, and are a useful tool in evaluating an agent's performance during the day.

How Do I Set Up “Unavailable Codes” On Akixi?

Unavailable codes are automatically added to the customers' Akixi account when the application performs its nightly synchronisation. We add these unavailable codes automatically due to the fact that they are not chargeable from Akixi.

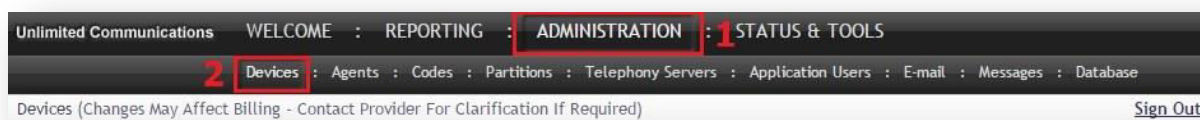
Where Can I See A List Of “Unavailable Codes” On Akixi?

Sign-In > Administration > Codes > Select ACD-Agent Not-Available Codes:

Telephony Server:	ACME Travel Company	Scope:	[Codes For All Scope Assignments]	Items Per Page:	[All]
Partition / Tenant:	[All]	Type:	[All Code Types]		
Code	Description	Type	Telephone Server	Partition/Tenant	Select
000	No Sale Made	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
111	Capital Sale (Credit Card)	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
333	Capital Sale (On Account)	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
444	Technical Support Required	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
555	Warranty Claim	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
666	Return (Wrong Product)	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
777	Return (Product Failure)	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
888	Wrong Department	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
999	Voice Audio Problems	Account/Authorisation	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Break	On Break	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Customer	With Customer	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Doctor	At Doctors	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Lunch	Out To Lunch	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Meeting	In Meeting	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Out	Out Of The Office	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Training	Receiving Training	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Trip	On Work Trip	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Vacation	On Vacation	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
WrapUpA	Alternative Wrap-Up	ACD Not-Available	ACME Travel Company	[All Partitions (Entire Telephony Server)]	<input type="checkbox"/>
Page 1 Of 1 << < 1 > >> Add Change Delete Refresh					

Creating Super Groups

Login (Administration) > Devices:



Select the "Telephony Server" and "Partition/Tenant" that is assigned to your customer (as shown below). Scroll down to the end of the page and click "Add".

Telephony Server:	[None]
Partition / Tenant:	[None]

Add New Device

Identifier (GUID):	af3f0ee48bda0503:173592e3:15287785bc5:276c
Device Number:	[CustomGroup: Akixi]
Partition:	
Device Type:	Group (Collective)
Description:	[Custom Group: Akixi]

Advanced

Internal Dialling Address:	
Override Device Monitoring:	<input type="checkbox"/>
BroadWorks UserID:	
Owning Group ID:	

How To Add A New Device

1. After clicking "Add", a new page will open named "Add New Device".
2. Next to "Device Number" type the Custom Group name (e.g. Custom Group: Akixi).
3. Next to "Device Type" scroll down and select "Group (Collective)".
4. After selecting the "Device Type", type the full description of the Super Group in the "Description Field" (e.g. Custom Group: Akixi).
5. Please See Below For Further Instructions

5

Hunt Group Membership

Device Members

Device	Description	Select
No device group members have been set.		
Add Device:	[None]	Add Remove
Add (Range):		Add (Range)

ACD Agent Members

ACD Agent	Description	Select
No ACD agent group members have been set.		
Add Agent:	[None]	Add Remove
Add (Range):		Add (Range)

Save Cancel

The next step to creating a Super Group is to create the "Hunt Group Membership" whereby you will need to add all the devices (extensions) and groups into the Super Group.

How To Create A Hunt Group Membership

1. Option A: Add the devices (extensions) one by one.
2. Option B: Add a range of numbers (e.g. 01234567891 - 01234567899).
3. Once you have added all the devices and groups that you wish to be included in the Super Group, click "Save".

- Change User

User Name (E-mail):
E-mails Delivered To:
Full Name:
Locked Out? ☐
Password:
Confirm Password:
Password Change Required: ☐ Send Welcome E-mail: ☐
Default Language: (Used For E-mails)

Permissions

Telephony Server:
Partition:
Device: (Reporting Only)
And/Or ACD Agent: (Reporting Only)

User Access

Reporting Access: (Warning: Affects Monthly Billing)
System Administration: ☐ Service Notifications? ☐ Concurrent Sign-Ins Permitted? ☐

How To Assign The Super Group To A Supervisor

1. Go to "Application Users".
2. Tick the required Supervisor in the tick box.
3. Scroll towards the bottom of the page and click "Change".
4. The window above will appear.
5. Under "Permissions", next to "Device" drop down and select the Super Group you created.
6. Click "Save".

After all the above steps have been successfully completed, you will be able to sign in as the Supervisor and view the changes that have been made. Going forward, these changes will make it easier for the Supervisor to monitor the extensions.

Note: We advise you that when you create the name of your Custom Super Groups to make the names as short as possible. We suggest that the first letter of every word should have a capital letter. Doing these steps means that the Super Group can be easily found to manage new extensions and groups.