



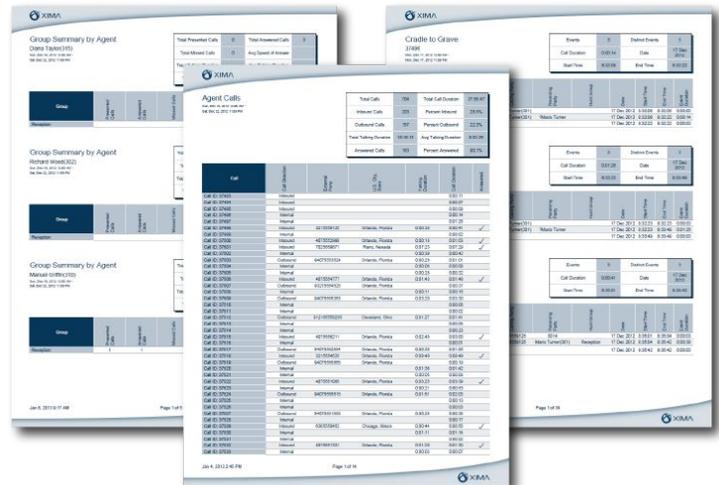
Xima Chronicall Cradle to Grave and Call History Reporting

True and Accurate Call Reporting for Avaya Communication Manager

OVERVIEW

Xima Software's flagship solution, Chronicall, started out as a simple call event monitoring application, but it has evolved into an all-purpose call history, call recording, and real-time reporting software suite. Chronicall offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software, and it does so by connecting directly to your phone system and logging everything that happens on each call, from the moment it starts to the second it ends.

With a simple, attractive interface and a flexible licensing model, Chronicall is easy to deploy and scale. A single inexpensive license allows you to report on all of your users from multiple networked locations to one Chronicall PC, including all of their stations, groups, vectors, VDN's and trunks, with little phone system configuration required.



BASE SOFTWARE CAPABILITIES

- **Call Detailed View** – A program that allows you to sort, search for any call and see the entire calls detailed record
- **Cradle to Grave** – Available with AES and Basic TSAPI licenses. A program that allows you to sort, search for any call and see every detailed contained within that call
- **50 Standard Reports** (24 CDR Reports and 26 additional Reports with AES TSAPI Logging– Agent Reports, Station Reports Group Reports, Trunk, Performance Reports, Time Interval Reports, External Number Reports, VDN Reports and Vector Reports
- **Report Scheduling** – Hourly, Daily, Weekly, Monthly – Emailed, Saved to the Directory, Printed
- **Internal Chat and File sharing** – For entire organization
- **911 Alerting** – Email, SMS text and desktop notification
- **Unlimited Administrator / Supervisor Logins** – Web browser and desktop client

Xima Care – We strive to provide the best service and support possible. That's why we offer an optional yearly maintenance plan called Xima Care. This plan gives you free Major and Feature releases and unlimited access to the Xima support team for technical support, remote installation, assistance with custom reports, training sessions for you and your staff, and more. Our authorized partners and users can call in directly to our support line for instant assistance.



Xima Chronical Specifications

**FAST
FACTS**

Category	Description
Format	Downloadable setup file
Database	OrientDB and PostgreSQL
Web Server	Apache Tomcat
User Interface	Chronical Desktop Application and Web Interface
Server Requirements	<ul style="list-style-type: none"> • Windows XP or higher; Linux • 32-bit or 64-bit • 250 GB Hard Drive (free space) • 4-8 GB RAM • Dual-Quad Core CPU
Avaya Communication Manager	Release 5.0 or higher
Avaya CDR	Historical Reporting only. 25 Standard Reports Supported
Basic Taspi Requirements	One Basic TSAPI License for each Station and Skill Group
Basic Taspi Design Notes	TSAPI Licenses are required in order to see more detailed information in Cradle to Grave reporting and needed to see agents and skill groups in realtime, with the purchase of Xima Realtime agents. Example: If You have a group of 20 agents and 5 skill groups you would need a total of 25 Basic TSAPI Licenses
Virtual Machine Installation Supported	Yes
Virtual AES Supported	Yes
User PC Requirements	<ul style="list-style-type: none"> • Windows 2000 or higher; Linux; Mac OS X • 32-bit or 64-bit • Internet Explorer, Firefox, Chrome, Opera, Safari • Java 7 • Javascript enabled
Do agent ID's count as part of the total user count	Yes, because you can report on Agent Ids and Stations ID's
Supported Number of Users/Extensions Logged	Unlimited. No size sensitive or additional licenses required
Number of Hunt Groups and Skills	Unlimited
Number of Trunks	Unlimited
IP Users/Extensions Logged (hard phones/softphones)	Yes
Small Community Network (SCN)	Yes*
Supports distributed Hunt Group / Skills	Yes*
Cradle to Grave	Included – yes with a Basic TSAPI license for each Station/Skill
Standard Reports	Included in base package options #A0001 - A0051
Custom Reports	Optional add-on module
Recording Library	Optional add-on module
Realtime Agent Licenses	Optional add-on module
Agent Dashboard Licenses	Optional add-on module
	Requires Realtime Agent Licenses

