

# CHRONICALL

## for Avaya Communication Manager

Xima Software's award-winning call reporting software suite, Chronicall, is coming to Avaya Communication Manager phone systems!



### Cradle to Grave

Chronicall's unique Cradle to Grave interface allows you to see every detail of every call that passes through your phone system, including talking duration, transfers, which party dropped the call, and much more.

Call Info	Calling Party	Receiving Party	Group	Start Date	Start Time	End Date	End Time	Duration
Talking	Unavailable	Agent 4(4354)	Service Advisors	3/5/14	08:14:59	3/5/14	08:16:58	0:01:59
Drop (Receiving)	Unavailable	Agent 4(4354)	Service Advisors			3/5/14	08:16:58	
Call 234834 - Intra-site	Agent 3(4353)	4828		3/5/14	08:16:21	3/5/14	08:17:35	0:01:13
Dialing	Agent 3(4353)	4828		3/5/14	08:16:21	3/5/14	08:16:26	0:00:04
Talking	Agent 3(4353)	4828		3/5/14	08:16:26	3/5/14	08:17:35	0:01:09
Drop (Receiving)	Agent 3(4353)	4828		3/5/14		3/5/14	08:17:35	
Call 234835 - Inbound	Unavailable; Agent 2(4352)	[Sales (4362) Sales Advisors; Agent 2(4352); 8748	Service Advisors	3/5/14	08:17:32	3/5/14	08:25:41	0:08:09
Vector	Unavailable	Sales Advisors		3/5/14	08:17:32	3/5/14	08:17:34	0:00:01
Ringin	Unavailable	Agent 2(4352)	Service Advisors	3/5/14	08:17:34	3/5/14	08:17:36	0:00:02
Talking	Unavailable	Agent 2(4352)	Service Advisors	3/5/14	08:17:36	3/5/14	08:18:49	0:01:13
Hold	Unavailable	Agent 2(4352)	Service Advisors	3/5/14	08:18:49	3/5/14	08:19:45	0:00:56
Talking	Unavailable	Agent 2(4352)	Service Advisors	3/5/14	08:19:45	3/5/14	08:19:45	0:00:00
Transfer Hold	Unavailable	Agent 2(4352)	Service Advisors	3/5/14	08:19:45	3/5/14	08:20:49	0:01:03
Dialing	Agent 2(4352)	8748		3/5/14	08:19:45	3/5/14	08:19:48	0:00:02
Talking	Agent 2(4352)	8748		3/5/14	08:19:48	3/5/14	08:20:49	0:01:01
Transfer	Unavailable	8748						
Talking	Unavailable	8748		3/5/14	08:20:49	3/5/14	08:25:41	0:04:51
Drop (Receiving)	Unavailable	8748		3/5/14		3/5/14	08:25:41	
Call 234836 - Inbound	Unavailable	[Support (4363) Support Service; Agent 3(4353)	Service Advisors	3/5/14	08:18:05	3/5/14	08:21:10	0:03:05
Vector	Unavailable	Support Service		3/5/14	08:18:05	3/5/14	08:18:07	0:00:01
Ringin	Unavailable	Agent 3(4353)	Service Advisors	3/5/14	08:18:07	3/5/14	08:18:09	0:00:02
Talking	Unavailable	Agent 3(4353)	Service Advisors	3/5/14	08:18:09	3/5/14	08:21:10	0:03:01
Drop (Receiving)	Unavailable	Agent 3(4353)	Service Advisors	3/5/14		3/5/14	08:21:10	

## Standard Reports

Chronicall's detailed reports pull a wide range of call data from the Chronicall database and display it in a simple, attractive format. These reports can be run or scheduled at any time and exported to a file or email addresses.

The image displays several overlapping screenshots of XIMA reports. The primary report shown is 'Inbound Calls by Local Number' for area code [004]. It includes a summary table with the following data:

Total Calls	24	Answered Calls	24
Total Talking Duration	1:55:35	Avg Talking Duration	0:04:36
Total Call Duration	2:02:00	Avg Call Duration	0:05:08

Below the summary is a detailed table with columns for Call ID, Local Number, Agent Name, and various call metrics. A secondary report, 'Agent Call Volume' for Diana Taylor(315), shows a summary table with:

Total Calls	0	Total Inbound Calls	0
Total Outbound Calls	0	Total Internal Calls	0
Total Talking Duration	0:01:54	Total Inbound Talking Duration	0:01:54
Total Outbound Talking Duration	0:00:00	Total Internal Talking Duration	0:00:00
Avg Talking Duration	0:01:54	Max Talking Duration	1:10:00

A third report, 'Agent Call Volume' for Richard Woods(302), shows a summary table with:

Total Calls	49	Total Inbound Calls	4
Total Outbound Calls	6	Total Internal Calls	39
Total Talking Duration	0:39:54	Total Inbound Talking Duration	0:07:00
Total Outbound Talking Duration	0:14:41	Total Internal Talking Duration	0:18:13
Avg Talking Duration	0:01:54	Max Talking Duration	1:10:00

Each report also includes a table showing call activity by day of the week.

## Additional Modules

In addition to Chronicall's basic features, you can upgrade your solution with extra functions and features by purchasing individual modules, including:

- **Custom Reports**, allowing you to edit and create your own reports using hundreds of criteria
- **Realtime**, which includes live wallboards and agent timelines that update themselves instantly
- **Agent Dashboards**, taking realtime data onto each agent's desktop and simplifying teamwork



To learn more, contact your Xima representative, call **888-944-9462**, or visit **www.ximasoftware.com**.