

CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR

Standard Reports

•46 Standard Reports that can report on your entire Communication Manager, including your stations, agents, VDN's, vectors and groups.

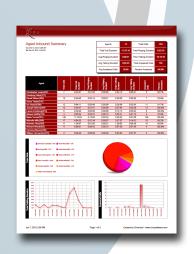
•Unlimited login access, user access controls, report scheduling, and charts are just a few of Chronicalls standard report features. This isn't just for call centers, but for the entire office.



Custom Reports

•Easily create your own custom reports to match company image. Save time by not having to worry about manual conversions or equations in Excel. You can also customize any of Xima's Standard Reports, and brand to fit your company needs.





Realtime

•Realtime Software - Enhance your Chronicall system by including Realtime reporting available for stations, groups, agents, and skill groups.

•Enhanced Reports - Enhance your reports with Realtime by reporting on your agents activity including ACW, AUX time, aux reason codes, and login and logout time.

•Custom Wallboard Displays - Realtime software allows you to create customized wallboards that can display virtually any value you want to see in realtime.

•Alert Notifications - Be alerted in realtime when someone calls 911, or when too many calls are in queue. Unlimited threshold alerts.

•Agent Dashboards - Using Xima Agent Dashboards, you can create additional aux reason codes, associate a job code/disposition code/account code to your calls, get pop-up screen alerts, CRM integration, and customized displays for each agent.



Recording Library

Using Xima VRTX you can set specific recording rules based on your stations, agents, VDN's, vectors, and skill groups. You get decide which calls are recorded, and how often. The recordings are PCI and HIPPA compliant, and come with 5 layers of security.

T XIMA Chronical	×									×
	ocalhost:	9080							<u></u>	• =
		nistration Help							~	X
	Grave N									~
E 🗄 🖨 🔑				Criteria	June 1, 2014 - June 30, 2014				< Page 1 of 1	>
Cal Info	Duration	Calling Party	Receiving Party	Caller Name	Location	Group	Start Timestamp	End Timestamp	Recording	Note
Taking	0:00:04	Pront Door(1135)	Brian Carrol(1181)			Door Bel	Jun 1, 2014 1:21:04 AM	Aun 1, 2014 1:21:08 AM		^
Drop	0:00:00	Tunnenting					Jun 1, 2014 1:21:08 AM	Jun 1, 2014 1:21:08 AM		
	0:00:08	Front Door (1135)				Door Bel	Jun 1, 2014 3:36:02 AM	Jun 1, 2014 3:36:10 AM		
- Call 34585 - Inbound	0:02:16	(801) 555-5585	8644	Christy Dominguez	Salt Lake City, Utah	Appointments	Jun 1, 2014 4:10:00 AM	Jun 1, 2014 4:12:16 AM		
- 0 Auto Attendant	0:00:03	(801) 555-5585	MainAA				Jun 1, 2014 4:10:00 AM	Jun 1, 2014 4:10:03 AM		
A Ringing	0:00:02	(801) 555-5585	Appointments			Appointments	Jun 1, 2014 4: 10:03 AM	Jun 1, 2014 4:10:05 AM		
C Taking	0:02:11	(801) 555-5585	Mario Kelly(1182)			Appointments	Jun 1, 2014 4: 10:05 AM	Jun 1, 2014 4:12:16 AM		
Crop	0:00:00						Jun 1, 2014 4:12:16 AM	Jun 1, 2014 4:12:16 AM		
🔿 📫 Call 34590 - Inbound	0:03:11	(801) 555-5143	8644	Salvador Whitehead	Salt Lake City, Utah	Appointments	Jun 1, 2014 7:31:14 AM	Jun 1, 2014 7:34:25 AM		
🕀 📫 Call 34591 - Inbound	0:01:37	(801) 555-1177	8644	Jmmie Keith	Salt Lake Oty, Utah	Appointments	Jun 1, 2014 7:54:25 AM	Jun 1, 2014 7:56:02 AM		
🔿 📫 Call 34592 - Inbound	0:01:08	(801) 555-0536	8644	Victoria Barber	Salt Lake City, Utah	Appointments	Jun 1, 2014 7:59:39 AM	Jun 1, 2014 8:00:47 AM	0	
- A Ringing	0:00:01	(801) 555-0536	8644				Jun 1, 2014 7:59:39 AM	Jun 1, 2014 7:59:40 AM		
- D Auto Attendant	0:00:03	(801) 555-0536	MainAA				Jun 1, 2014 7:59:40 AM	Jun 1, 2014 7:59:43 AM		
A Ringing	0:00:10	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 7:59:43 AM	Jun 1, 2014 7:59:53 AM		
	0:00:16	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 7:59:53 AM	Jun 1, 2014 8:00:09 AM		
- 🔔 Ringing	0:00:21	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 8:00:09 AM	Jun 1, 2014 8:00:30 AM		
- 🕼 Taking	0:00:17	(801) 555-0536	Mario Kely(1182)			Appointments	Jun 1, 2014 8:00:30 AM	Jun 1, 2014 8:00:47 AM	0	
Crop	0:00:00						Jun 1, 2014 8:00:47 AM	Jun 1, 2014 8:00:47 AM		
🕬 📫 Call 34595 - Inbound	0:01:56	(435) 555-6680	8644	Anna Gles	, Utah	Appointments	Jun 1, 2014 8:20:49 AM	Jun 1, 2014 8:22:45 AM		
🛛 😅 Call 34611 - Inbound	0:01:08	(801) 555-9798	8644	Brittany Mercer	Salt Lake Oty, Utah	Appointments	Jun 1, 2014 8:45:40 AM	Jun 1, 2014 8:46:48 AM		
👄 😅 Call 34612 - Inbound	0:04:00	(801) 555-7935	8644	Arthur Mann	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:47:56 AM	Jun 1, 20148:51:56 AM		
	0:00:34	(801) 555-7935	MainAA				Jun 1, 2014 8:47:56 AM	Jun 1, 2014 8:48:30 AM		
- 🔔 Ringing	0:00:03	(801) 555-7935	Appointments			Appointments	Jun 1, 2014 8:48:30 AM	Jun 1, 2014 8:48:33 AM		
		the discount of the	A			 				_



To find out more, talk to a Xima sales representative by calling **888-944-9462** or sending an email to **sales@ximasoftware.com**.