

CHRONICALL

For Avaya Communication Manager

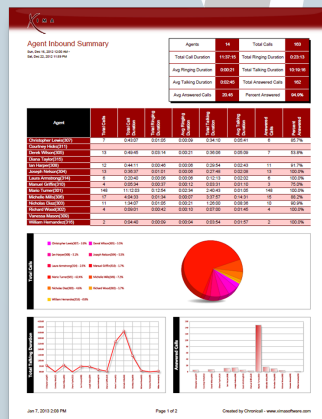
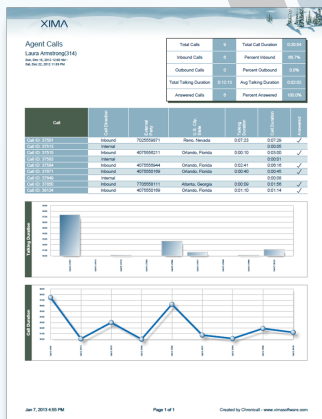
Standard Reports

- 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 Chronical's standard report features. This isn't just for call centers, but for the entire office.



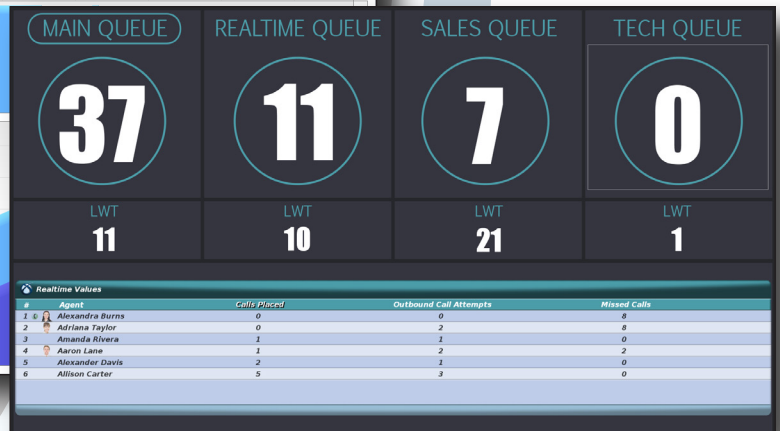
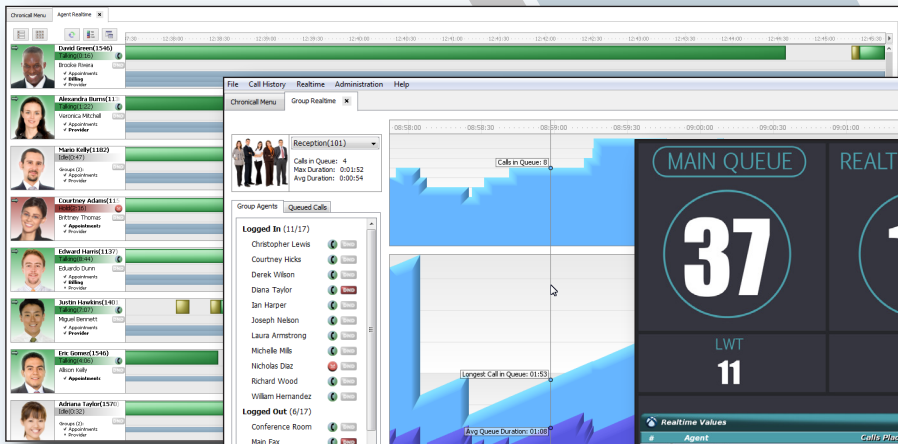
Custom Reports

- 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.

