

XIMA



CHRONICALL

for Cisco Unified Communications Manager

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.

STANDARD REPORTS

<div> </div> <div> Queued Call Volume Billing Sun, Jan 26, 2016 12:00 AM - Sun, Jan 31, 2016 11:59 PM </div>	<div> </div> <div> Queued Call Volume Billing </div>									
	Total Queued Calls		22		Total Queued Calls Answered		72			
	Calls Lost In Queue		19		Calls Lost Outside of Queue		2			
	Percent Lost In Queue		86.36%		Avg Queued Calls		2.44			
<div> </div> <div> Agent Call Summary Fri, Jan 1, 2016 12:00 AM - Sun, Jan 31, 2016 11:59 PM </div>	Total Calls		12,260		Total Inbound Calls		4,882			
	Total Outbound Calls		5,247		Total Internal Calls		2,131			
	Total Answered Calls		4,839		Total Missed Calls		48			
	Total Talking Duration		342:37.10		Avg Talking Duration		0:01:51			
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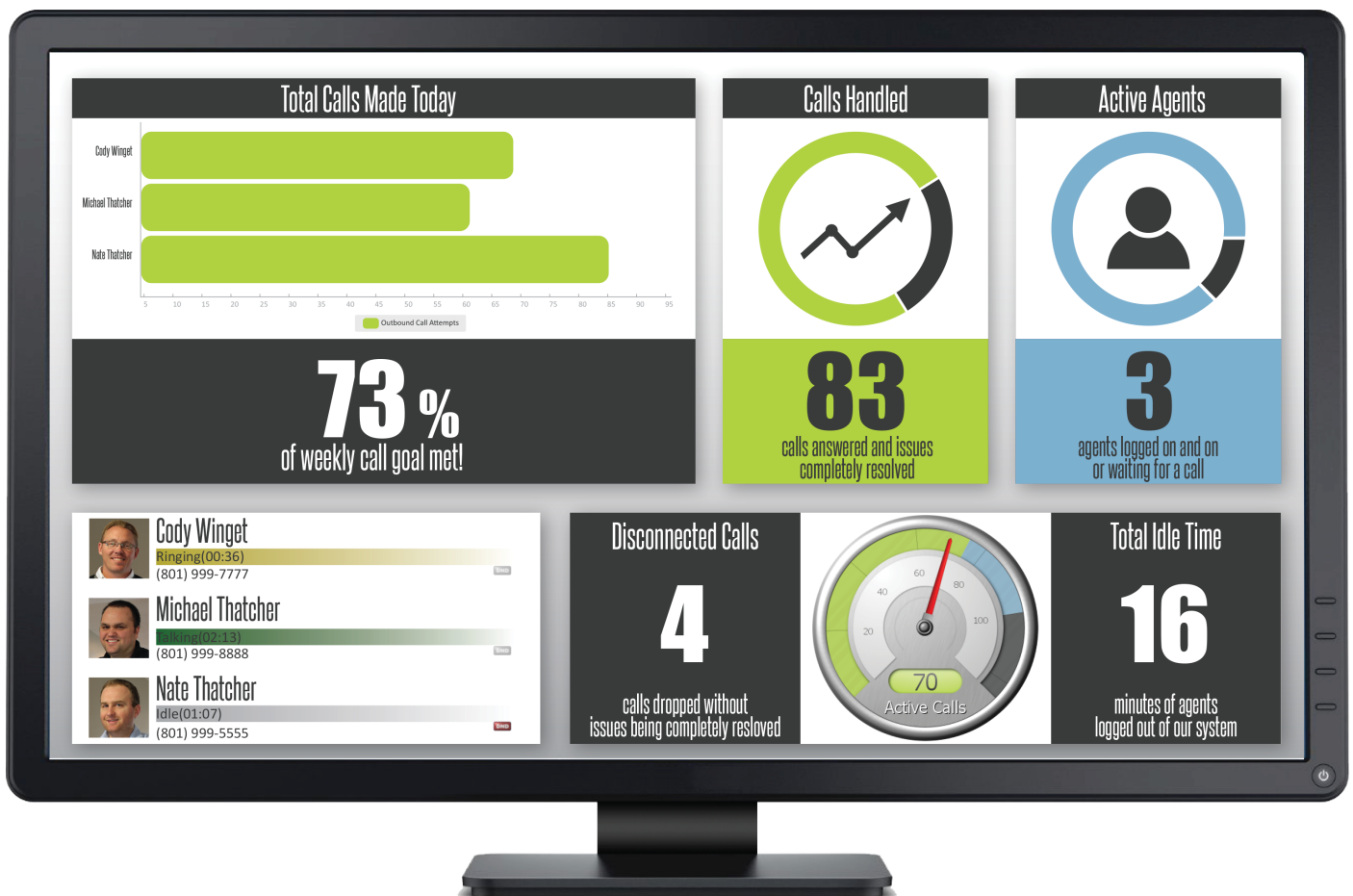
CUSTOM REPORTS

- Unlimited Reports – Create unlimited amount of new reports with built in report wizard
- Edit Existing Reports – Edit any existing standard report
- Custom Call Values – Re-define standard call values
- Custom Skin creator – Insert custom logo, header and colors to brand the report
- Auto-email on value thresholds



REALTIME

- Agent Time Line – See the current state of the agent, including group status, DND status and login status
- Group Time Line – See the current calls in queue, the agents status, and duration of each of the queued calls
- Realtime Stats – Customizable wallboards that can be displayed on a flat screen TV, accessed from any PC on the network
- Alerts and Triggers – Audible alarms, Email, SMS Text and pop screen notification on thresholds
- Additional Reports – Reporting Agent Time Card, Login durations, and DND durations
- Wallboard Templates – Choose from pre-designed wallboard templates to make call displays quick and easy



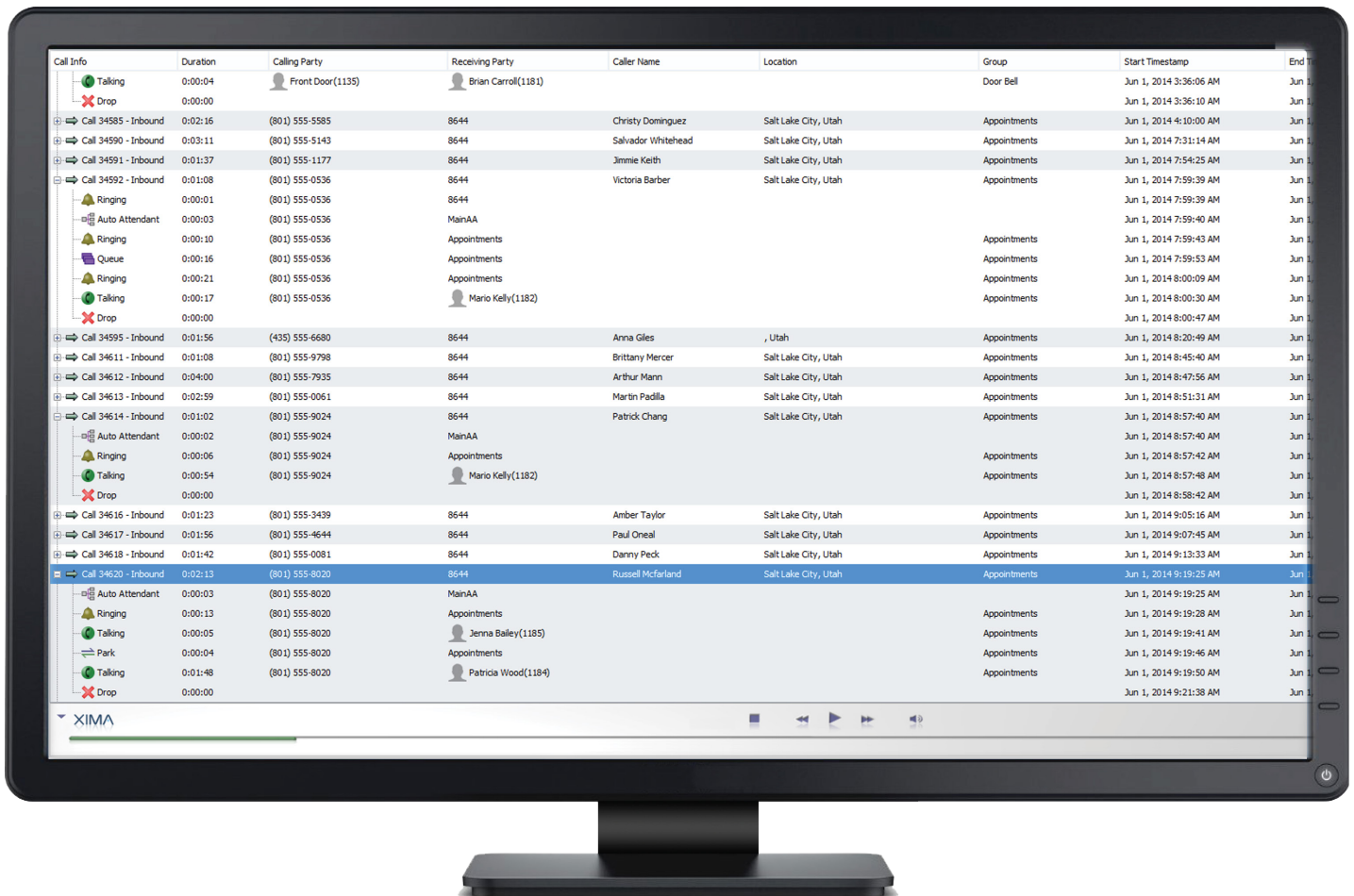
AGENT DASHBOARDS

- Customizable Agent Displays – Showing call stats, queue status, group stats and more
- Pop-up Notifications – POP Screen on inbound and outbound calls
- Account Code Association – Also referred to as job codes or disposition codes
- CRM Pop Screen Integration
- Custom Note Field
- Aux Work Codes – Also known as busy reason codes or After Call Work (ACW) states
- Presence Display – For all dashboard agents
- Sub Account Codes
- Freeform Account Codes



VRTX RECORDING LIBRARY

- Recording Rules allowing you to decide which calls are recorded
- Easily retrieve, listen, email and download recordings using custom filters
- PCI and HIPPA Compliant
- 5 Layers of Security
- Drive pooling allowing for retention policies unique to each company
- External Link Generator
- Evaluations/Scorecards



Call Info	Duration	Calling Party	Receiving Party	Caller Name	Location	Group	Start Timestamp	End Timestamp
Talking	0:00:04	Front Door(1135)	Brian Carroll(1181)			Door Bell	Jun 1, 2014 3:36:06 AM	Jun 1, 2014 3:36:10 AM
Drop	0:00:00							
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
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	Jimmie Keith	Salt Lake City, 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
Ringing	0:00:01	(801) 555-0536	8644				Jun 1, 2014 7:59:39 AM	Jun 1, 2014 7:59:40 AM
Auto Attendant	0:00:03	(801) 555-0536	MainAA				Jun 1, 2014 7:59:40 AM	Jun 1, 2014 7:59:43 AM
Ringing	0:00:10	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 7:59:43 AM	Jun 1, 2014 7:59:53 AM
Queue	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
Talking	0:00:17	(801) 555-0536	Mario Kelly(1182)			Appointments	Jun 1, 2014 8:00:30 AM	Jun 1, 2014 8:00:47 AM
Drop	0:00:00							
Call 34595 - Inbound	0:01:56	(435) 555-6680	8644	Anna Gies	, Utah	Appointments	Jun 1, 2014 8:20:49 AM	Jun 1, 2014 8:22:05 AM
Call 34611 - Inbound	0:01:08	(801) 555-9798	8644	Brittany Mercer	Salt Lake City, 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, 2014 8:51:56 AM
Call 34613 - Inbound	0:02:59	(801) 555-0061	8644	Martin Padilla	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:51:31 AM	Jun 1, 2014 8:54:30 AM
Call 34614 - Inbound	0:01:02	(801) 555-9024	8644	Patrick Chang	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:57:40 AM	Jun 1, 2014 8:58:42 AM
Auto Attendant	0:00:02	(801) 555-9024	MainAA				Jun 1, 2014 8:57:40 AM	Jun 1, 2014 8:57:42 AM
Ringing	0:00:06	(801) 555-9024	Appointments			Appointments	Jun 1, 2014 8:57:42 AM	Jun 1, 2014 8:57:48 AM
Talking	0:00:54	(801) 555-9024	Mario Kelly(1182)			Appointments	Jun 1, 2014 8:57:48 AM	Jun 1, 2014 8:58:42 AM
Drop	0:00:00							
Call 34616 - Inbound	0:01:23	(801) 555-3439	8644	Amber Taylor	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:05:16 AM	Jun 1, 2014 9:07:45 AM
Call 34617 - Inbound	0:01:56	(801) 555-4644	8644	Paul Oneal	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:07:45 AM	Jun 1, 2014 9:09:41 AM
Call 34618 - Inbound	0:01:42	(801) 555-0081	8644	Danny Peck	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:13:33 AM	Jun 1, 2014 9:15:25 AM
Call 34620 - Inbound	0:02:13	(801) 555-8020	8644	Russell McFarland	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:19:25 AM	Jun 1, 2014 9:21:38 AM
Auto Attendant	0:00:03	(801) 555-8020	MainAA				Jun 1, 2014 9:19:25 AM	Jun 1, 2014 9:19:28 AM
Ringing	0:00:13	(801) 555-8020	Appointments			Appointments	Jun 1, 2014 9:19:28 AM	Jun 1, 2014 9:19:41 AM
Talking	0:00:05	(801) 555-8020	Jenna Bailey(1185)			Appointments	Jun 1, 2014 9:19:41 AM	Jun 1, 2014 9:19:46 AM
Park	0:00:04	(801) 555-8020	Appointments			Appointments	Jun 1, 2014 9:19:46 AM	Jun 1, 2014 9:19:50 AM
Talking	0:01:48	(801) 555-8020	Patricia Wood(1184)			Appointments	Jun 1, 2014 9:19:50 AM	Jun 1, 2014 9:21:38 AM
Drop	0:00:00							