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

• Cradle to Grave – Program that allows you to sort, search for any call and see every detailed contained within that call

• 50 Standard Reports – Agent Reports, Group Reports, Trunk, Performance Reports, Time Interval Reports, Customer Reports

• Report Scheduling – Hourly, Daily, Weekly, Monthly – Emailed, Saved to the Directory, Printed

• Internal Chat and File sharing – For entire organization

• Emergency Notifications – Email, SMS text and desktop notifications (911, 112, 999, 000, etc.)

• Unlimited Logins – Web browser and desktop clientcomprehensive coverage when you need it most

• Departmental Reports – Run reports on specific departments

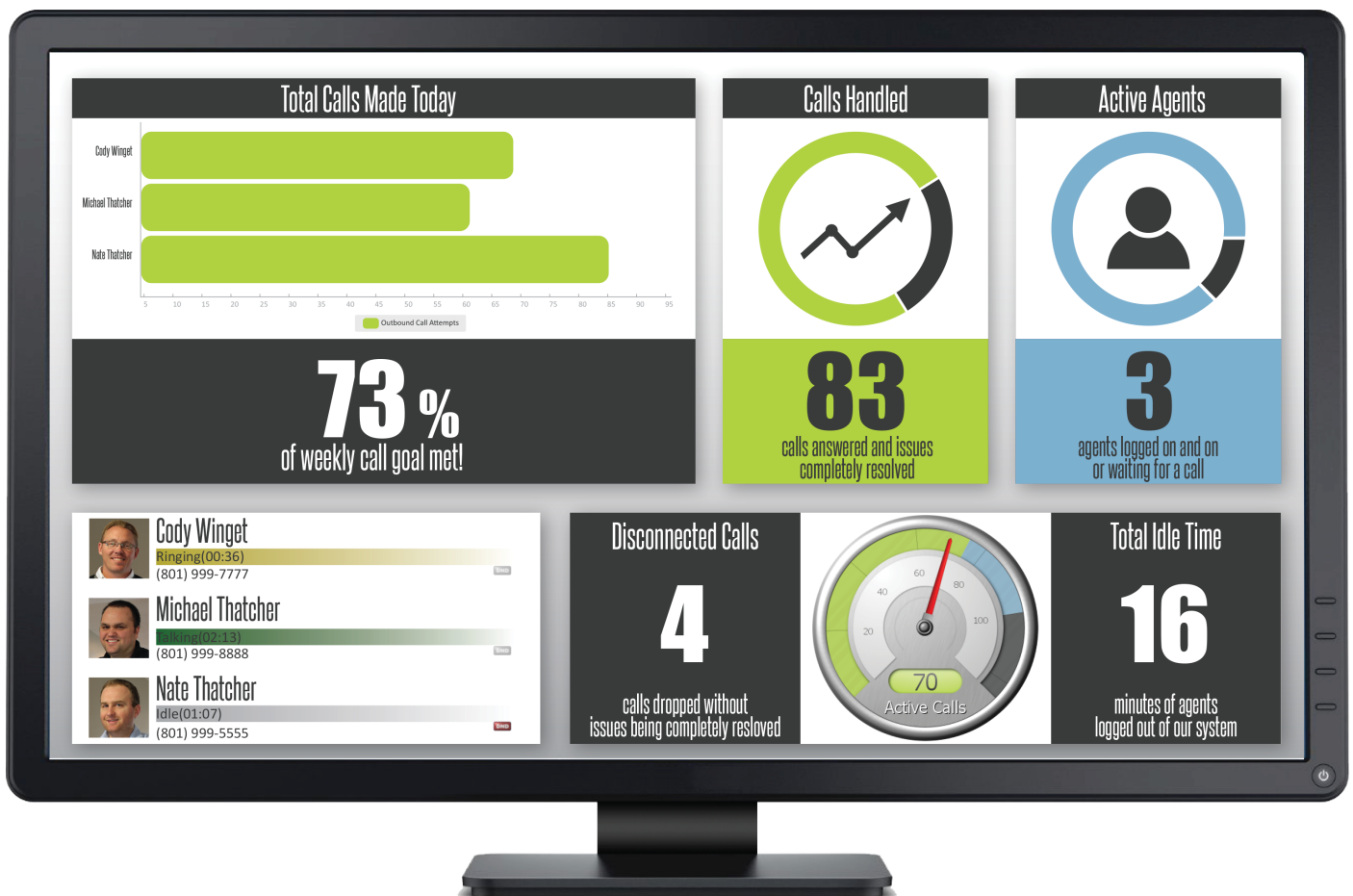• Call Costing – Location reporting

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

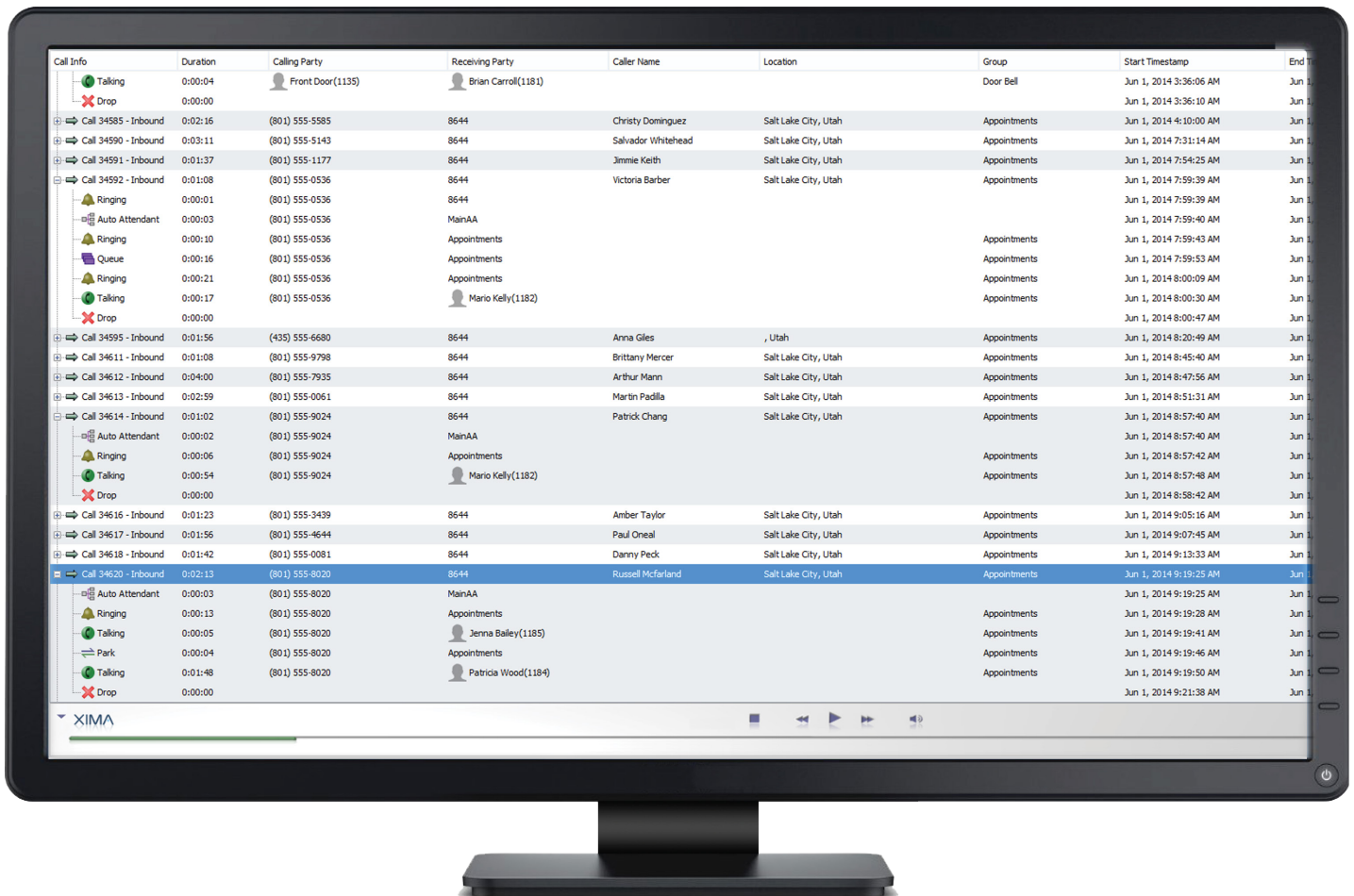- Wallboard Templates – Choose from pre-designed wallboard templates to make call displays quick and easy

Total Calls Made Today

Cody Winget
Michael Thatcher
Nate Thatcher

5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95

Outbound Call Attempts

73%
of weekly call goal met!

Calls Handled

83
calls answered and issues completely resolved

Active Agents

3
agents logged on and on or waiting for a call

Cody Winget
Ringing(00:36)
(801) 999-7777

Michael Thatcher
Talking(02:13)
(801) 999-8888

Nate Thatcher
Idle(01:07)
(801) 999-5555

Disconnected Calls

4
calls dropped without issues being completely resloved

70
Active Calls

Total Idle Time

16
minutes of agents logged out of our system

AGENT DASHBOARDS

• Customizable Agent Displays – Showing call stats, queue status, group stats and more

• Pop-up Notifcations – 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 Complaint

- 5 Layers of Security

- Drive pooling allowing for retention policies unique to each company

- External Link Generator

- Evaluations/Scorecards