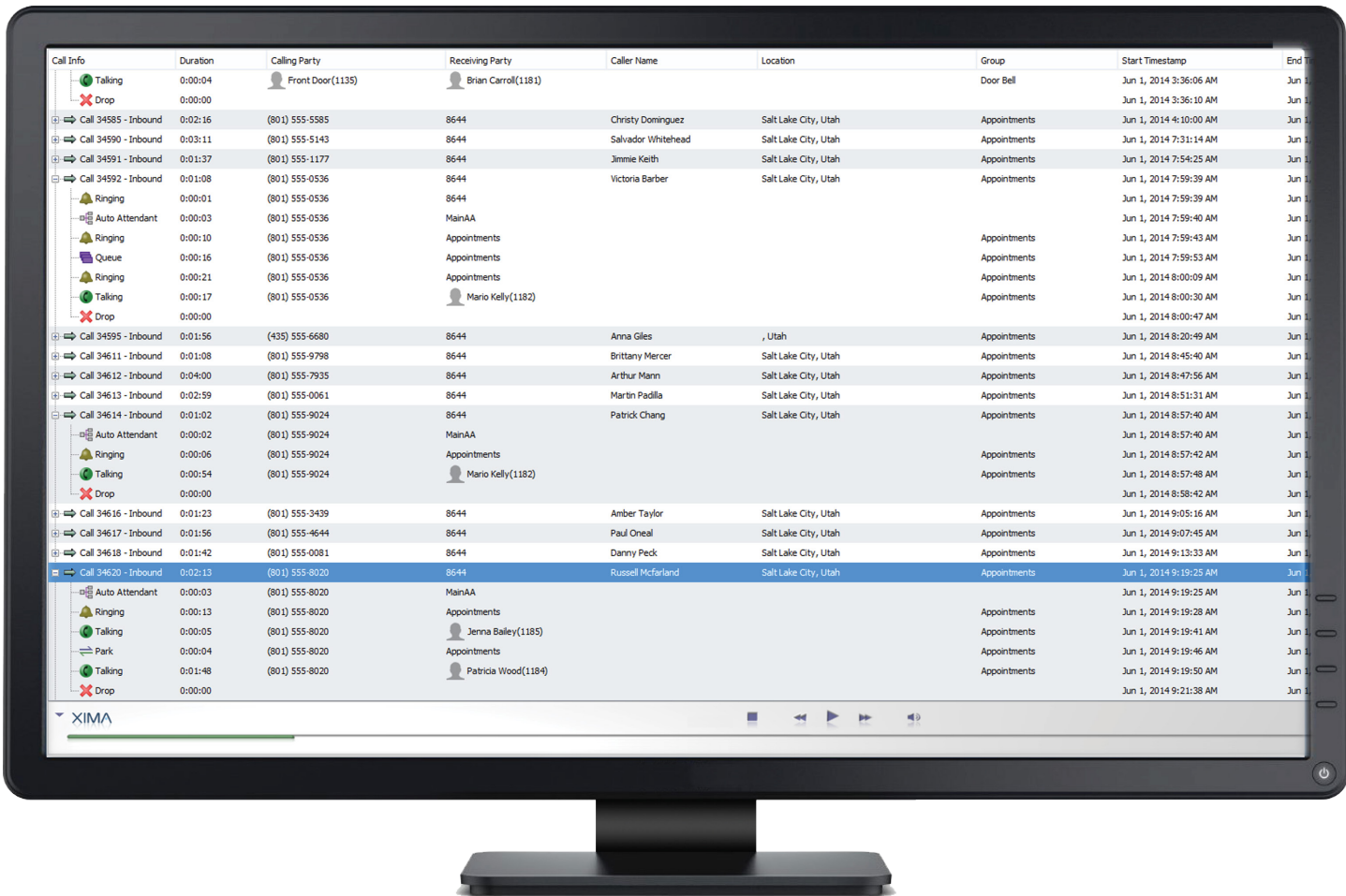# CHRONICALL
## STANDARD REPORTS

Xima Software's Chronicall is a robust call history and reporting suite. Chronicall offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software. It provides far more detailed and accurate information than the competition 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.

With a thin-client web interface and no licensing restrictions, Chronicall is simple to deploy and scale. A single inexpensive site license allows you to report on all of your agents, groups, trunks, and extensions with absolutely no configuration of your phone system.

Since Chronicall's original release, it has been in rapid and aggressive development. What started out as a simple call event monitoring application has evolved into a feature-rich suite of historical reporting tools. Today, Chronicall is being used across the globe to provide powerful statistics to a wide array of businesses, from small offices to large, distributed contact centers. With enterprise-class features at a small business price, Chronicall is revolutionizing the call reporting industry.

Each installation of Chronicall includes Cradle to Grave and the Standard Reports module. As soon as Chronicall is installed, it begins recording detailed information about every call that enters or leaves your phone network. Cradle to Grave is an intuitive and simple way to view this information. It shows you exactly what happened to any call on your system from the moment the call arrived at your phone switch to the instant the call ended.

True Cradle to Grave reporting means that you can expand each and every call to view its ringing, talking, queue, hold, and transfer events; conference call information; and the agents, hunt groups, and external parties involved at each step along the way. You can sort, search, filter, and rearrange the tabular data or export it directly to a spreadsheet program for further analysis.

| Call Info | Duration | Calling Party | Receiving Party | Caller Name | Location | Group | Start Timestamp | End Ti |
|---|---|---|---|---|---|---|---|---|
| Talking | 0:00:04 | Front Door(1135) | Brian Carroll(1181) | | | Door Bell | Jun 1, 2014 3:36:06 AM | Jun 1 |
| Drop | 0:00:00 | | | | | | Jun 1, 2014 3:36:10 AM | Jun 1 |
| 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 |
| 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 |
| 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 |
| 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 |
| Ringing | 0:00:01 | (801) 555-0536 | 8644 | | | | Jun 1, 2014 7:59:39 AM | Jun 1 |
| Auto Attendant | 0:00:03 | (801) 555-0536 | MainAA | | | | Jun 1, 2014 7:59:40 AM | Jun 1 |
| Ringing | 0:00:10 | (801) 555-0536 | Appointments | | | Appointments | Jun 1, 2014 7:59:43 AM | Jun 1 |
| Queue | 0:00:16 | (801) 555-0536 | Appointments | | | Appointments | Jun 1, 2014 7:59:53 AM | Jun 1 |
| Ringing | 0:00:21 | (801) 555-0536 | Appointments | | | Appointments | Jun 1, 2014 8:00:09 AM | Jun 1 |
| Talking | 0:00:17 | (801) 555-0536 | Mario Kelly(1182) | | | Appointments | Jun 1, 2014 8:00:30 AM | Jun 1 |
| Drop | 0:00:00 | | | | | | Jun 1, 2014 8:00:47 AM | Jun 1 |
| Call 34595 - Inbound | 0:01:56 | (435) 555-6680 | 8644 | Anna Giles | , Utah | Appointments | Jun 1, 2014 8:20:49 AM | Jun 1 |
| 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 |
| 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 |
| 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 |
| 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 |
| Auto Attendant | 0:00:02 | (801) 555-9024 | MainAA | | | | Jun 1, 2014 8:57:40 AM | Jun 1 |
| Ringing | 0:00:06 | (801) 555-9024 | Appointments | | | Appointments | Jun 1, 2014 8:57:42 AM | Jun 1 |
| Talking | 0:00:54 | (801) 555-9024 | Mario Kelly(1182) | | | Appointments | Jun 1, 2014 8:57:48 AM | Jun 1 |
| Drop | 0:00:00 | | | | | | Jun 1, 2014 8:58:42 AM | Jun 1 |
| 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 |
| 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 |
| 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 |
| 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 |
| Auto Attendant | 0:00:03 | (801) 555-8020 | MainAA | | | | Jun 1, 2014 9:19:25 AM | Jun 1 |
| Ringing | 0:00:13 | (801) 555-8020 | Appointments | | | Appointments | Jun 1, 2014 9:19:28 AM | Jun 1 |
| Talking | 0:00:05 | (801) 555-8020 | Jenna Bailey(1185) | | | Appointments | Jun 1, 2014 9:19:41 AM | Jun 1 |
| Park | 0:00:04 | (801) 555-8020 | Appointments | | | Appointments | Jun 1, 2014 9:19:46 AM | Jun 1 |
| Talking | 0:01:48 | (801) 555-8020 | Patricia Wood(1184) | | | Appointments | Jun 1, 2014 9:19:50 AM | Jun 1 |
| Drop | 0:00:00 | | | | | | Jun 1, 2014 9:21:38 AM | Jun 1 |

XIMA

At Xima Software, we know that collecting information is only as valuable as your ability to find and analyze it. Our developers have created over 40 accurate and vibrant reports, charts, and graphs that use everything from the simplest criteria to some of the most detailed and specific statistics available from any call reporting software. You are free to run these reports as many times as you like to find invaluable information on your calls, events, conferences, agents, groups, queues, and trunks.

Each installation of Chronicall gives you access to these powerful reports and the intuitive Report Scheduler, which tells Chronicall to run reports automatically every hour, day, week, or month and send them to an email address or save them to a file.

## Queued Call Volume

**Billing**
Sun, Jan 24, 2016 12:00 AM -
Sun, Jan 31, 2016 11:59 PM

| | | | |
|---|---|---|---|
| Total Queued Calls | 22 | Total Queued Calls Answered | 72 |
| Calls Lost in Queue | 19 | Calls Lost Outside of Queue | 2 |
| Percent Lost In Queue | 60.0% | Avg Queued Calls | 2.44 |
| Total Time in Queue | 0:09:15 | Avg Time in Queue Per Call | 0:00:25 |
| Max Calls In Queue | 1 | Avg Group Speed of Answer Per Call | 0:01:06 |
| Longest Wait in Queue | 0:02:30 | Avg Talking Duration Per Call | 0:04:16 |

| Hour of Day | Queued Calls | Time in Queue | Avg Time in Queue | Max Calls In Queue | Avg Group Speed of Answer | Total Answered Calls |
|---|---|---|---|---|---|---|
| 00:00 | | | | | | |
| 01:00 | | | | | | |
| 02:00 | | | | | | |
| 03:00 | | | | | | |
| 04:00 | | | | | | |
| 05:00 | | | | | | |
| 06:00 | | | | | | |
| 07:00 | | | | | | |
| 08:00 | 1 | 0:00:11 | 0:00:11 | 1 | | 1 |
| 09:00 | 4 | 0:01:04 | 0:00:16 | 1 | | 11 |
| 10:00 | 7 | 0:05:24 | 0:00:46 | 1 | 0:01:35 | 13 |
| 11:00 | | | | | | 10 |
| 12:00 | 3 | 0:00:53 | 0:00:18 | 1 | | 12 |
| 13:00 | 1 | 0:00:18 | 0:00:18 | 1 | | 6 |
| 14:00 | 1 | 0:00:01 | 0:00:01 | 1 | 0:00:07 | 9 |
| 15:00 | 2 | 0:00:44 | 0:00:22 | 1 | | 6 |
| 16:00 | 2 | 0:00:32 | 0:00:16 | 1 | | 3 |
| 17:00 | 1 | 0:00:08 | 0:00:08 | 1 | | 1 |
| 18:00 | | | | | | |
| 19:00 | | | | | | |
| 20:00 | | | | | | |
| 21:00 | | | | | | |
| 22:00 | | | | | | |
| 23:00 | | | | | | |

## Queued Call Volume

**Door Bell**
Sun, Jan 24, 2016 12:00 AM -
Sun, Jan 31, 2016 11:59 PM

## Agent Call Summary

Fri, Jan 1, 2016 12:00 AM -
Sun, Jan 31, 2016 11:59 PM

| | | | |
|---|---|---|---|
| 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 |

| Agent | Inbound Calls | Outbound Calls | Internal Calls | Total Calls | Answered Calls | Missed Calls | Total Talking Duration | Avg Talking Duration |
|---|---|---|---|---|---|---|---|---|
| Aaron Lane(1580) | 1 | | 1 | 2 | 1 | | 0:00:19 | 0:00:19 |
| Adriana Taylor(1570) | 21 | 43 | 16 | 80 | 21 | | 1:22:10 | 0:01:09 |
| Alexander Davis(1403) | | 2 | 28 | 30 | | | 1:16:33 | 0:03:20 |
| Alexandra Burns(1130) | 22 | 302 | 109 | 433 | 22 | | 9:53:01 | 0:01:43 |
| Alexis Morales(1163) | 8 | 29 | 41 | 78 | 7 | 1 | 1:25:18 | 0:01:18 |
| Alicia Ford(1550) | 22 | 27 | 115 | 164 | 22 | | 4:45:01 | 0:02:00 |
| Allison Carter(1637) | | | | | | | | |
| Amanda Rivera(1801) | 17 | 77 | 135 | 229 | 16 | 1 | 2:56:45 | 0:00:53 |
| Amber Austin(1151) | | 6 | 8 | 14 | | | 0:10:32 | 0:01:19 |
| Amy Decker(201) | 1 | | 1 | 2 | 1 | | 0:01:35 | 0:01:35 |
| Andrea Washington(1402) | 6 | 51 | 65 | 122 | 6 | | 1:57:26 | 0:01:15 |
| Andrew Williams(1612) | 11 | 95 | 8 | 114 | 11 | | 3:09:08 | 0:01:50 |
| Angelica Harrison(1632) | 42 | 33 | 41 | 116 | 42 | | 3:20:13 | 0:02:05 |
| Ashley Scott(1123) | 52 | 71 | 145 | 268 | 48 | 4 | 4:38:27 | 0:01:18 |
| ATM(1590) | 2 | | | 2 | 2 | | 0:01:48 | 0:00:54 |
| Billing Fax(1598) | 40 | 140 | | 180 | 40 | | 1:42:01 | 0:00:36 |
| Brandon Carpenter(1124) | 2 | 12 | 33 | 47 | 1 | 1 | 0:28:42 | 0:00:41 |
| Brett Sanchez(1804) | 4 | 13 | 72 | 89 | 4 | | 0:58:46 | 0:00:46 |
| Brian Carroll(1181) | | 15 | 41 | 56 | | | 0:14:41 | 0:00:16 |
| Brianna Armstrong(1554) | 11 | 19 | 55 | 85 | 11 | | 1:13:44 | 0:01:02 |
| Brittney Matthews(1153) | | | 2 | 2 | | | 0:00:04 | 0:00:04 |
| Bryan Freeman(1627) | 72 | 64 | 24 | 160 | 71 | 1 | 5:40:58 | 0:02:18 |
| Cassandra Kennedy(1164) | 19 | 18 | 46 | 83 | 19 | | 1:17:33 | 0:01:05 |
| Chelsea Murphy(1625) | 4 | 17 | 3 | 24 | 4 | | 2:42:38 | 0:07:45 |
| Cody Price(1195) | 64 | 5 | 7 | 76 | 64 | | 0:49:43 | 0:00:41 |
| Cody(206) | 6 | | 2 | 8 | | 6 | | |
| Corey Collins(1561) | | | | | | | | |
| Cory King(1703) | 1 | 36 | 3 | 40 | 1 | | 1:26:40 | 0:02:41 |
| Courtney Adams(1155) | 12 | 22 | 60 | 94 | 11 | 1 | 1:39:21 | 0:01:15 |
| Credit 1(1203) | | 140 | | 140 | | | 0:17:17 | 0:00:07 |
| Credit 2(1204) | | 161 | | 161 | | | 0:19:47 | 0:00:07 |
| Credit 4(1588) | 13 | 151 | | 164 | 13 | | 1:59:58 | 0:00:50 |
| Credit 5(1205) | | 126 | | 126 | | | 0:16:58 | 0:00:08 |
| Cynthia Hart(1113) | 19 | 42 | 60 | 121 | 19 | | 2:33:53 | 0:01:24 |
| Danielle Berry(1671) | 18 | 17 | 32 | 67 | 18 | | 3:15:14 | 0:03:15 |
| David Green(1546) | 22 | 17 | 42 | 81 | 17 | 5 | 1:01:11 | 0:00:56 |
| Eduardo Fax(1592) | 13 | 26 | | 39 | 13 | | 0:29:53 | 0:01:00 |
| Edward Harris(1137) | 177 | 91 | 39 | 307 | 173 | 4 | 10:03:52 | 0:02:09 |
| Elizabeth Marshall(1136) | | | 3 | 3 | | | 0:00:18 | 0:00:09 |
| Eric Gomez(1546) | | | | | | | | |
| Erik Peterson(1803) | 4 | 8 | 45 | 57 | 4 | | 1:07:03 | 0:01:31 |
| Erika Owens(1643) | 46 | 36 | 266 | 348 | 46 | | 5:40:42 | 0:01:07 |
| Front Door(1135) | | | 42 | 42 | | | 0:03:13 | 0:00:05 |
| Gabriel Gonzalez(1802) | 36 | 218 | 118 | 372 | 35 | 1 | 6:16:14 | 0:01:12 |

## Queued Call Volume

**Billing**
Sun, Jan 24, 2016 12:00 AM -
Sun, Jan 31, 2016 11:59 PM

| | | | |
|---|---|---|---|
| Total Queued Calls | 22 | Total Queued Calls Answered | 72 |
| Calls Lost in Queue | 19 | Calls Lost Outside of Queue | 2 |
| Percent Lost In Queue | 60.0% | Avg Queued Calls | 2.44 |
| Total Time in Queue | 0:09:15 | Avg Time in Queue Per Call | 0:00:25 |
| Max Calls In Queue | 1 | Avg Group Speed of Answer Per Call | 0:01:06 |
| Longest Wait in Queue | 0:02:30 | Avg Talking Duration Per Call | 0:04:16 |

| | Total Answered Calls | Answered Queued Calls | Calls Lost in Queue | Calls Lost Outside of Queue | Percent of Calls Lost In Queue | Percent Answered | Longest Wait in Queue | Avg Talking Duration |
|---|---|---|---|---|---|---|---|---|
| | 1 | 1 | | | | 100.0% | 0.0% | 0:00:11 |
| | 11 | 4 | | | | 100.0% | 0.0% | 0:00:26 |
| | 13 | 3 | 5 | | | 62.5% | 28.6% | 0:02:30 | 0:06:00 |
| | 10 | | | | | | | |
| | 12 | 2 | 3 | | | 42.9% | 0.0% | 0:00:27 |
| | 6 | | 1 | 1 | | 0.0% | 0.0% | 0:00:18 |
| | 9 | 1 | | | | 0.0% | 100.0% | 0:00:01 | 0:00:49 |
| | 6 | | 2 | 1 | | 100.0% | 0.0% | 0:00:23 |
| | 3 | | 2 | | | 100.0% | 0.0% | 0:00:23 |
| | 1 | 1 | 1 | | | 100.0% | 0.0% | 0:00:08 |

| | | | |
|---|---|---|---|
| Total Queued Calls | | Total Queued Calls Answered | 9 |
| Calls Lost in Queue | | Calls Lost Outside of Queue | |
| Percent Lost In Queue | | Avg Queued Calls | |
| Total Time in Queue | | Avg Time in Queue Per Call | |
| Max Calls In Queue | | Avg Group Speed of Answer Per Call | |
| Longest Wait in Queue | | Avg Talking Duration Per Call | |

Chronicall Desktop, a set of downloadable tools that are available for free with every installation of Chronicall, includes a chat function that allows agents to send messages and files to each other. Integrating this chat function with the agent's data on the phone system keeps your team running as smoothly as possible so they can focus on what's really important.
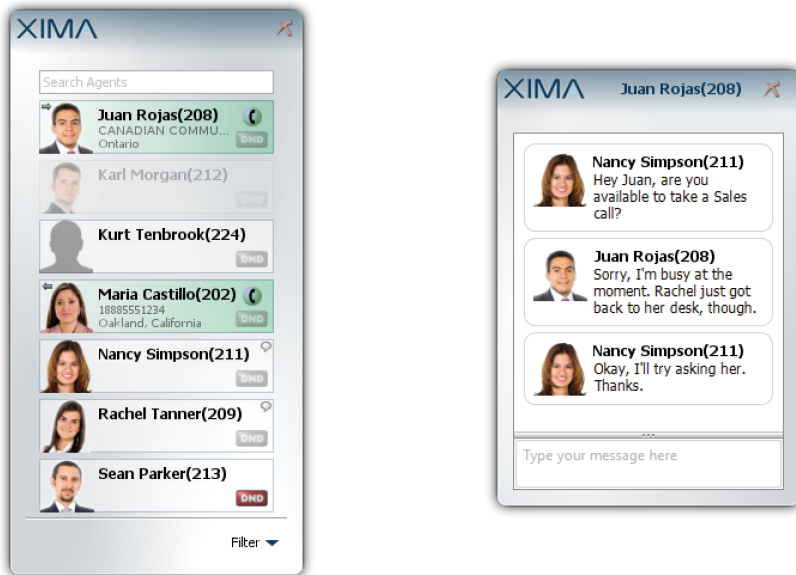


Being logged into Chronicall Desktop enables Chronicall to notify certain users with a pop-up window whenever an emergency number is dialed by any user. This allows managers and others to be quickly notified of a potential emergency.

Want to be notified via the Chronicall Desktop or email/SMS text if someone is calling an emergency number like 911 or 999? Chronicall (3.6) and higher will enable this feature from the basic license (X0001).
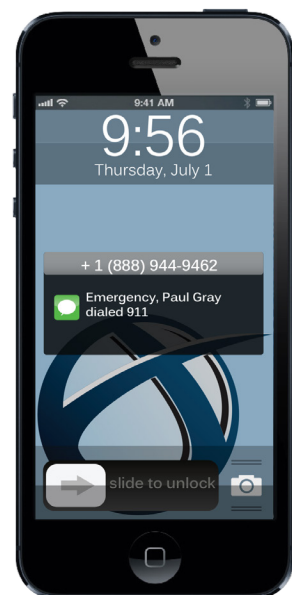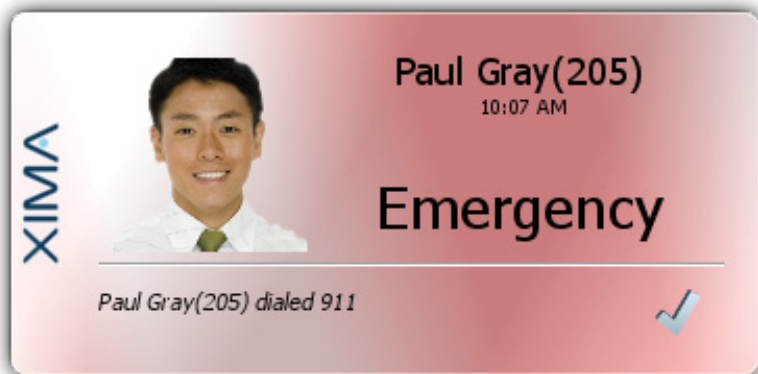
# LIST OF STANDARD REPORTS

## ACCOUNT CODE
- Account Code Summary
- Calls by Account Code

## AGENT
- Agent Calls
- Agent Call Summary
- Agent Call Summary
- Agent Inbound Calls
- Agent Inbound Summary
- Agent Outbound Calls
- Agent Outbound Summary
- Agent Realtime Feature Trace*
- Agent Summary by Group
- Agent Talking Summary
- Agent Time Card*
- Agent Transfer Summary
- Agent Voicemail Summary
- Event Sequence Calls by Agent
- Excessive {Event Type} by Agent
- Group Summary by Agent*
- Agent Reason Code Report**
- Agent Reason Code Trace**
- Reason Code Report**
- Agent Performance Summary*
- Agent Reason Code by Time**

## CALL DIRECTION
- Call Direction Summary
- Calls by Call Direction

## CALL COSTING
- Agent Call Cost
- Agent Call Cost Summary
- Roles Call Cost
- Roles Call Cost Summary

## CALLER ID
- Calls by Caller ID
- Inbound Caller ID Summary

## EXTERNAL NUMBER
- Calls by External Party
- External Number Summary

## GROUP
- Agent Summary by Group*
- Excessive {Event Type} by Group
- Group Abandoned Calls
- Group Event Summary
- Group Presented Calls
- Group Summary
- Group Summary by Agent
- Queued Calls by Group
- Queued Call Volume
- Queue Summary by Group

## LIST OF CALLS
- 911 Calls
- Abandoned Calls
- Agent Calls
- Agent Inbound Calls
- Agent Outbound Calls
- Call Details
- Calls by Account Code
- Calls by Call Direction
- Calls by Caller ID
- Calls by External Party
- Conference Calls
- Event Sequence Call List
- Event Sequence Calls by Agent
- Excessive {Event Type} by Agent
- Excessive {Event Type} by Group
- Group Abandoned Calls
- Group Presented Calls
- Inbound Calls by Local Number
- Queued Calls by Group

## LOCAL NUMBER
- Inbound Calls by Local Number
- Local Number Inbound Summary

## SCORECARDS
- Agent Scorecard Summary ***
- Group Scorecard Summary ***
- Scored by Agent ***
- Scores by Group ***

## TAG
- Tag Summary

## TIME INTERVAL
- Agent Call Volume
- Inbound Call Performance
- Inbound Call Summary
- Lost Call Summary
- Outbound Call Summary
- Time of Day Reason Code**
- Inbound Call Service Level

## TRUNK
- Trunk Usage by Time
- Trunk Usage Summary

## NO TAG
- Basic System Totals
- Cradle to Grave

* requires Realtime agent seat    ** requires Agent Dashboard seat    *** requires VRTX Recording Library