

CHRONICALL

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
- **911 Alerting** – Email, SMS text and desktop notification
- **Unlimited Logins** – Web browser and desktop client

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
- **Call Costing, location Reporting**
- **Auto-email on value thresholds**

The screenshots illustrate various reporting capabilities:

- Agent Calls:** A summary table showing call volume and direction for multiple agents.
- Agent Inbound Summary:** A report providing a high-level overview of agent performance, including total calls, average duration, and answer rates.
- Agent Inbound Summary (Detailed):** A more granular report for a specific agent, showing individual call records and performance trends over time.
- Report:** A summary report for a specific time period, showing overall call statistics and performance metrics.

XIMA

VRTX

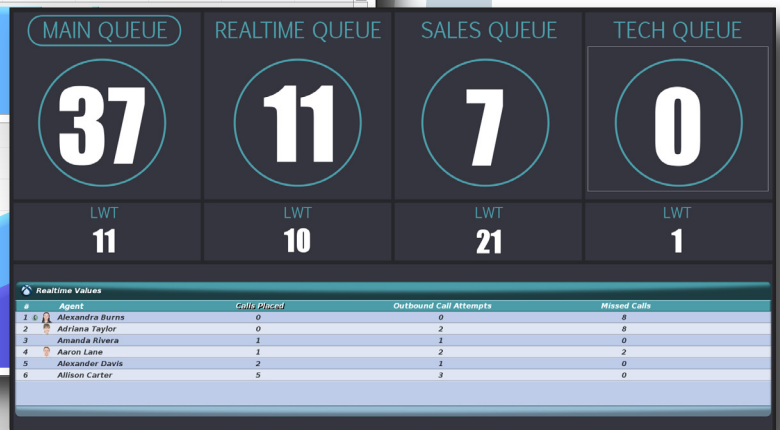
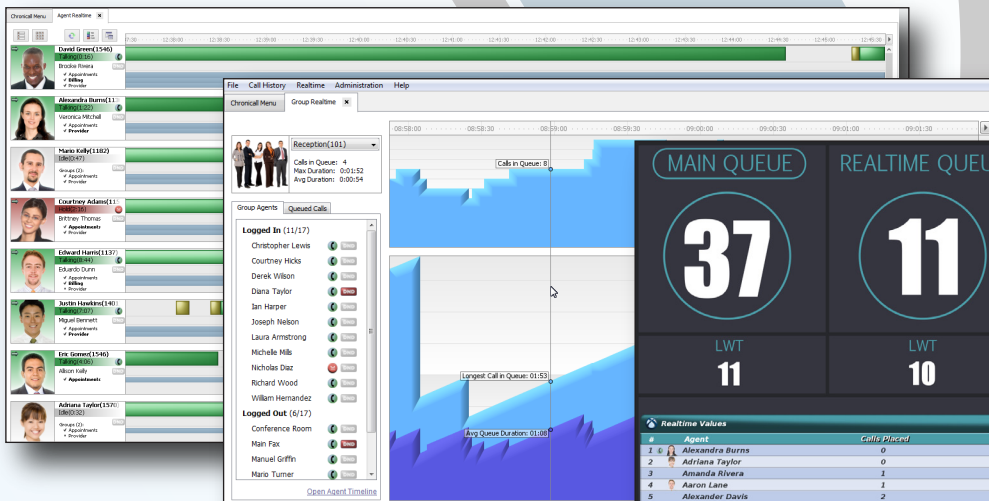
Voice Recording Technology

- **T1, PRI, SIP Line Side Recording**
- **Recording Rules** – Set calls to be recorded by incoming number, External number, Account Code, Agent, Hunt Group, Time of Day, Call Direction and More – You get to choose which calls to record
- **Manuel Recording** – Stop, Start and Pause call recording
- **PCI and HIPPA Compliant**
- **Cradle to Grave** – Program that allows you to sort and search for any call and see every detail contained within that call, and listen to the call
- **Email, Download and Delete Recordings** - permissions within the software
- **Retention Policies** – Auto-delete emails to make room for new recordings or delete recordings after a time period (set by customer)
- **Recording Monitor** – See a realtime view of the currently recorded calls
- **Call Compression and Encryption**
- **Dynamic Recording Ports**



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



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

