



**FACT SHEET**

# Xima Chronicall Cradle to Grave and Call History Reporting

True and Accurate Call Reporting for Avaya IP Office

## OVERVIEW

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.

With a simple, attractive interface and a flexible licensing model, Chronicall is easy to deploy and scale. A single inexpensive license allows you to report on all of your users at one site, including all of their groups and trunks, with little to no phone system configuration required. Adding support for more sites is easy.

Since Chronicall's original release in 2007, it has been in rapid and aggressive development. 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 and flexibility at a small business price, Chronicall is revolutionizing the call reporting industry.

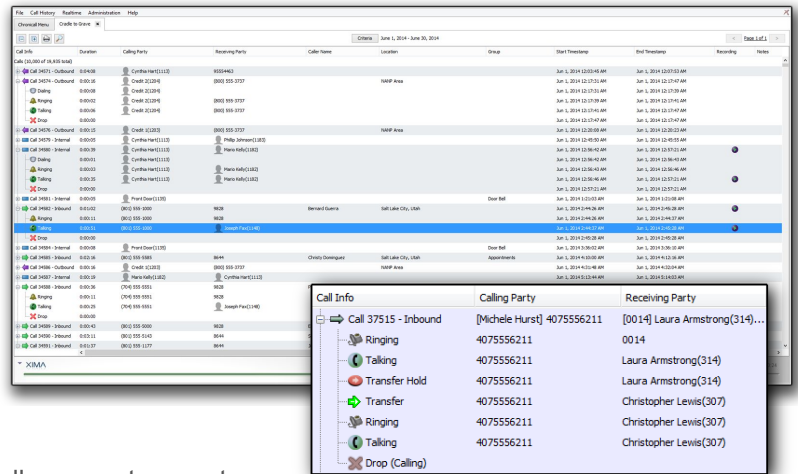
## CAPABILITIES

**Cradle to Grave** – 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 beginning to end.

True Cradle to Grave reporting means that you can expand each and every call to view its Ringing, Talking, Queue, Hold, and Transfer events, as well as each user, group, and external party 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. Cradle to Grave is just one of many quality tools that separate Chronicall from the competition.

**Reporting** – 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 50 accurate and vibrant reports, charts, and graphs that utilize everything from the simplest search criteria to some of the most detailed and specific statistics available from any call reporting software. You are free to run these reports as often as you like to find invaluable information on your calls, events, conferences, users, groups, queues, and trunks.

**Xima Care** – We strive to provide the best service and support possible. That's why we offer an optional yearly maintenance plan called Xima Care. This plan gives you free Major and Feature releases and unlimited access to the Xima support team for technical support, remote installation, assistance with custom reports, training sessions for you and your staff, and more. Our authorized partners and users can call in directly to our support line for instant assistance.





## Xima Chronical Specifications

**FAST  
FACTS**

Category	Description
Format	Downloadable setup file
Database	PostgreSQL
Web Server	Apache Tomcat
User Interface	Java Applet
Avaya IP Office	<ul style="list-style-type: none"> <li>• IP Small Office Edition (SOE)</li> <li>• IP 403</li> <li>• IP 406v1, IP 406v2</li> <li>• IP 412</li> <li>• IP 500v1, IP 500v2</li> <li>• IP Server Edition</li> </ul>
Avaya IP Office Release	Works with R3.2 through R9.0
Avaya CTI License	Not required
Avaya Delta Server	Not required
Server Requirements	<ul style="list-style-type: none"> <li>• Windows XP or higher; Linux</li> <li>• 32-bit or 64-bit</li> <li>• 80GB Hard Drive</li> <li>• 2GB RAM</li> <li>• Dual Core CPU</li> </ul>
Virtual Machine Installation Possible	Yes
Hardware Profile Used	Yes, including VM processor ID
User PC Requirements	<ul style="list-style-type: none"> <li>• Windows 2000 or higher; Linux; Mac OS X</li> <li>• 32-bit or 64-bit</li> <li>• Internet Explorer, Firefox, Chrome, Opera, Safari</li> <li>• Java 7</li> <li>• Javascript enabled</li> </ul>
Changes to IP Office Manager	None required
Number of Users/Extensions Logged	Unlimited. No size sensitive or additional licenses required
Number of Hunt Groups	Unlimited
Number of Trunks	Unlimited
Forced Log In	Not required
IP Users/Extensions Logged (Hard Phones/Softphones)	Yes
Small Community Network (SCN)	Yes*
Distributed Hunt Group	Yes*
Cradle to Grave	Included
Standard Reports	Included in base package option #X0001 or available as an individual add-on module
Custom Reports	Optional add-on module
Recording Library	Included in base package option #X0005 or available as an individual add-on module
Realtime	Optional add-on module

\*If Available and in Use



[www.ximasoftware.com](http://www.ximasoftware.com)