

CHRONICALL for Avaya IP Office

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



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

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CHRONICALL Multimedia

Key Features and Benefits

Skills Based Routing: An advanced and more effective way to route calls to agents based on their skill group and skill level. In Chronicall Multimedia, you may create as many skill groups as you desire and place as many agents into the skill groups as you need. Calls can be routed based on; most idle agent, linear, or in a circular call distribution or more importantly, by determining your best skilled agents across all skill groups by using our algorithm: Intelligent Highest Skill First.

Xima Chronicall Skills Based Agent License is full capabilities which include:

Skill Groups: Create an unlimited amount of skill groups to fit your business needs. Using Xima's Intelligent Highest Skill First routing rule you ensure that your customer gets to the appropriate personnel in a timely manner.

Active State Controls: Provide supervisors with the ability to control agents' state from the convenience of their desktop PC, via Chronicall. This will enable call center supervisors to log agents in and out of their skill groups, place an agent into a Not Ready state or manage calls in queue.

Agent Desktop: Agents are empowered through Agent Desktop to log in and out of their respective skill groups, place themselves in a not ready state, or continue their after call work (ACW) time to ensure they finish up their process before moving on to the next call.

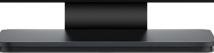
Queue Call Back: Customers no longer have to wait in queue. Queue Call Back enables customers to wait in line without having to wait on the phone. When their time is up, the system will call them and connect them with an agent.

Cradle to Grave Interface: Chronicall's unique Cradle to Grave interface allows you to drill down on all this new data. Determine how your agents are doing, when are your peak call times, and if customers are using queue call back and how has that improved their experience.

Music on Hold: Record custom messages for your customers while they wait, or you're your preferred music by simply adding the music file to Chronicalls directory. No limit to the number of on hold music options or announcements.

Reporting: Chronicall offers over 50 standard reports so you can easily receive access to the data you need. Scheduled reports can run hourly, daily, weekly or monthly.

vonical Menu Cradle to	Grave ×	ion Help								
					Criteria June 1, 2014 - June 30, 2014				<	Page 1 of 1 >
l Info	Duration	Calling Party	Receiving Party	Caller Name	Location	Group	Start Timestamp	End Timestamp	Recording	Notes
- C Taking	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		-
-X Drop	0:00:00						Jun 1, 2014 3:36:10 AM	Jun 1, 2014 3:36:10 AM		
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	0	
- A Ringing	0:00:01	(801) 555-0536	8644				Jun 1, 2014 7:59:39 AM	Jun 1, 2014 7:59:40 AM		
- D 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		
- A Ringing	0:00:21	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 8:00:09 AM	Jun 1, 2014 8:00:30 AM		
- C Taking	0:00:17	(801) 555-0536	Mario Kelly(1182)			Appointments	Jun 1, 2014 8:00:30 AM	Jun 1, 2014 8:00:47 AM	0	
-X Drop	0:00:00						Jun 1, 2014 8:00:47 AM	Jun 1, 2014 8:00:47 AM		
Call 34595 - Inbound	0:01:56	(435) 555-6680	8644	Anna Gles	, Utah	Appointments	Jun 1, 2014 8:20:49 AM	Jun 1, 2014 8:22:45 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	٥	
- of 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	0	
Crop	0:00:00						Jun 1, 2014 8:58:42 AM	Jun 1, 2014 8:58:42 AM		
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 9:06:39 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 9:15:15 AM		
Call 34620 - Inbound	0:02:13	(801) 555-8020	8644	Russel Mcfarland	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:19:25 AM	Jun 1, 2014 9:21:38 AM		
- Dig Auto Attendant	0:00:03	(801) 555-8020	MainAA				Jun 1, 2014 9:19:25 AM	Jun 1, 2014 9:19:28 AM		
- A Ringing	0:00:13	(801) 555-8020	Appointments			Appointments	Jun 1, 2014 9:19:28 AM	Jun 1, 2014 9:19:41 AM		
- C Taking	0:00:05	(801) 555-8020	Jenna Balley(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		
Crop	0:00:00						Jun 1, 2014 9:21:38 AM	Jun 1, 2014 9:21:38 AM		
XIMA										00.03/00.24
MARY										



Queued Call Volume Total Queued Calls 22 Total Queued Calls 72 Answered 72							72					Call Volume			Total Qu	roed Calls	22		al Queued Answere	d	72					
Billing	2 00 AM -							Calls ! ~~	in Passa	46 Calls Lost	Outside of	- 1				Billing				Calls Los	t in Queue	19	Call	Gueue	side of	2
Bun, Jan 31, 2016 1	1.60 PM							Per	Ø	XIMA	_	_	_					_		Percen	Lost In	60.0%	Ar	g Queued	Calls	2.44
								Total	-												eue e in Queue	_		Time in C	_	0.00.25
								Total	And	nt Call Summ	anv				Total Calls	12,200	Total Inbound Calls	4.892		Total Tim	e in Queue	0.00.1	2	Per Call		
								Max 6	Fit Jan 1	2010 12:00 AM	,									Max Call	In Queue	1	Avg	Group Sp nswer Per	Cell	0:01:06
								Lon	Sun, Jan	51, 2016 11 58 PM				Total	Outbound Ca	15 5,247	Total Internal Calls	2,131		Longes	t Wait in	0.02.30	Avg	Talking D Per Call	aration	0.04.16
														Total	Answered Ca	4,839	Total Missed Calls	40		-		_	_		_	
Hour of Day	perced			u en	tax adis in beco	ng Group peed of	otal	alta						T	otal Talking Duration	342:37:10	Avg Talking Duratio	a 0.01.51	atal Armered	ath nswered becod	alls est in	alls Lost butade f Quese	vercent of alls Lost	vecent	orgest fait in beco	abing untion
00:00 01:00 02:00			.20		200	4.04				Agent	Integration	Outhound	ternal	Cality	remered	34	Total Cabling Duration	Arg Tableg Duration	4 -4	0 400	0.00	008	402		350	410
03:00									Aaro	n Lane(1580)	1	00		2	<0	10	0.00.19	0 00 19								
04:00									Adria	ria Taylor(1570)	21	43	16	80	21		1.22.10	0.01:09								
06:00										Inder Davis(1403) Indra Burns(1130)	22	2	28	30	22			0.03:20								
07:00			00:11 0	00:11					Alexi	s Morales(1163)		29	41	78	7	4	1.25.18	0.01:18					100.0%	0.0%	0.00.11	
09:00	4	0	01:04 0	00:16	1		11			Ford(1550) in Carter(1637)	22	27	110	164	22		4:45:01	0.02.00	11		4		100.0%		0.00.26	
10:00	7	0	05.24 0	00.46	1	0.01:35	5 13		Amar	nda Rivera(1801)	17	77	135		16	1		0.00.53	35 13	3	6		62.5%	28.6%	0.02.33	0.06.00
12:00	3	0	00:53 0	00:18	1		10			er Austin(1151) Decker(291)		6		14				0.01:19 0.01:35	10	2	3		42.9%	0.0%	0.00.27	
13:00	1			00:18	1		6		Ande	ea Washington(1402)	6	51	65	122	6		1:57:26	0.01:15	6		1	1	0.0%		0.00.18	
14:00	1			00.01	1	0.00.07	· •			ew Williams(1612) lica Harrison(1632)	11	95	8	114	11		3.09.08	0.01:50 0.02:05	5	1	2	1	0.0%		0.00.01	0.00.49
16:00	2			00:16	1		3		Ashle	ry 8cott(1123)	52	71	145	268	48	4	4:38:27	0.01:18	3		2		100.0%		0.00.23	
17:00	1	0	00:08	80:00	1		1		ATM	1580) g Fax(1588)	2 40	140		2	2 40			0.00.54	1	1	1		100.0%	0.0%	0.00:08	
19:00									Bran	fon Carpenter(1124)	2	12	33	47	1	1	0.28.42	0.00.41								
20:00	-									Sanchez(1804) Carroll(1101)	4	13	72		4			0.00.46								
22:00									Brian	na Armstrong(1554)	11	19	41	85	11		1:13:44	0.01:02								
23:00										ry Matthews(1183)	72	64	2	2	71			0.00.04								
										andra Kennedy(1164)	19	10	40	83	19		1:17:33	0.01:05								
Queued	Call	Volu	ume					Total		iea Murphy(1625)	4	17	3	24	4		2:42:38	0.07:45		Total On	ued Calls		Tet	al Queued	Calls	
Door Bell									Cody	Price(1196) (206)	64	5	2	76	64	6	0.49.43	0.00.41				_	0.0	Answere Lost Out		
Sun, Jan 24, 2010 1 Sun, Jan 24, 2010 1	2 00 AM -							Calls	Core	Collins(1561)											t in Queue			Queue		
Bun, Jan 31, 2016 1	1.00 PM							Per		King(1703) Iney Adams(1155)	1	36	3	40	1		1:28:40	0.02.41 0.01:15			Lost In		Ar	g Queued	Calls	
								Total	Cred	R 1(1203)		140		140			0:17:17	0.00.07		Total Tim			Avg	Time in C	areas a	
										R 2(1204) R 4(1588)	13	161		161	13			0.00.07						Per Call Group Sp		
								Max		K 6(1205)		126		126			0.10.58	0.00.05			In Queue		A	nswer Per	Call	
								Lon		nia Hart(1113) Nie Berry(1571)	19	42	60	121	19		2:33:53 3:15:14	0.01:24 0.03:15		Longes	t Wait in		Avg	Talking D Per Call	aration	
								-	David	Green(1546)	22	17	42	81	17	6	1.01:11	0.00.58		QL				ver can		
										ndo Fax(1592) ed Harris(1137)	13	26	10	39	13			0.01:00								
2/3/16 1:54:44	PM						Pag	10 2	Eliza	beth Marshall(1136)	117	91	3	307	1/3	4		0.00.09	Pag	10 2				-		
_			-			-				Somez(1546)	4		45	57	4		1.07.03	0.01:31							Ø	XIMA
										Peterson(1803) Owens(1643)	40	36	45		4			0.01:09								
									Front	Door(1135)			42	42			0:03:13	0.00.05								
									_	iel Genzalez(1802)	36	218	118		35	1	6.10.14	0.01:12								
									2/3/16	1:49:13 PM				Page 1												

What is required on Avaya IP Office?

- Avaya IP Office V1 or V2 or IP Office Server Edition
- Avaya Voicemail Pro
- Avaya Voice Compression Module (VCM)
 - One VCM resource is required for each call while connected to Chronicall's Multimedia server
- Avaya IP Office R5.0 or Higher
- Avaya 3rd Party SIP Endpoint License

• One 3rd Party SIP Endpoing license is required for 5 simultaneous calls in Chronicall Multimedia. Ex: if you have 10 calls being handled simultaneously by Chronicall Multimedia, then you would need to have 2 Avaya 3rd party SIP Endpoint licenses active in Avaya IP Office for Chronicall Multimedia.

• Avaya CTI Link Pro license is required for IP Office version R10 or higher.

Xima Professional Services

Because we are the experts at Chronicall Multimedia, please allow our professional services team to do the heavy lifting. On each Chronicall Multimedia project, our team of experts will:

- Provide project management, call flow and data analysis
- Install, program and provision Chronicall Multimedia
- Conduct all testing and provide a Quality Assurance Test Plan (hand-off)
- Provide all contact center supervisor and end user training
- Remote Help Desk on 'go live' date with a dedicated direct line into Xima Support