

# XIMA



# CHRONICALL

for Avaya IP Office

Xima Software's flagship solution, Chronical, 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.

Chronical 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 client/comprehensive coverage when you need it most
- Departmental Reports – Run reports on specific departments
- Call Costing – Location reporting

### 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

### Agent Call Summary

Fr, 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

### 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

### Queued Call Volume

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

Total Queued Calls	9
Calls Lost in Queue	9
Percent Lost In Queue	100.0%
Total Time in Queue	0:00:50
Max Calls in Queue	1
Longest Wait in Queue	0:00:08

### Agent Call Summary

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	0:14:43
Alexis Morales(1163)	8	29	41	78	7	1	1:25:18	0:01:18
Alicia Ford(1650)	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)	1	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(1595)	2			2	2		0:01:48	0:00:54
Billing Fast(1599)	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		0:58:48	0:00:48
Brian Carroll(1181)	15	41	56				0:14:41	0:00:16
Brianna Armstrong(1654)	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)			2	8		6		
Corey Collins(1561)								
Cory King(1703)	1	36	3	40	1		1:28:40	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 Harit(1113)	19	42	60	121	19		2:33:53	0:01:24
Danielle Berry(1571)	18	17	32	67	18		3:15:14	0:03:15
David Green(1646)	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
Erica Owens(1643)	45	36	266	348	46		5:40:42	0:01:08
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

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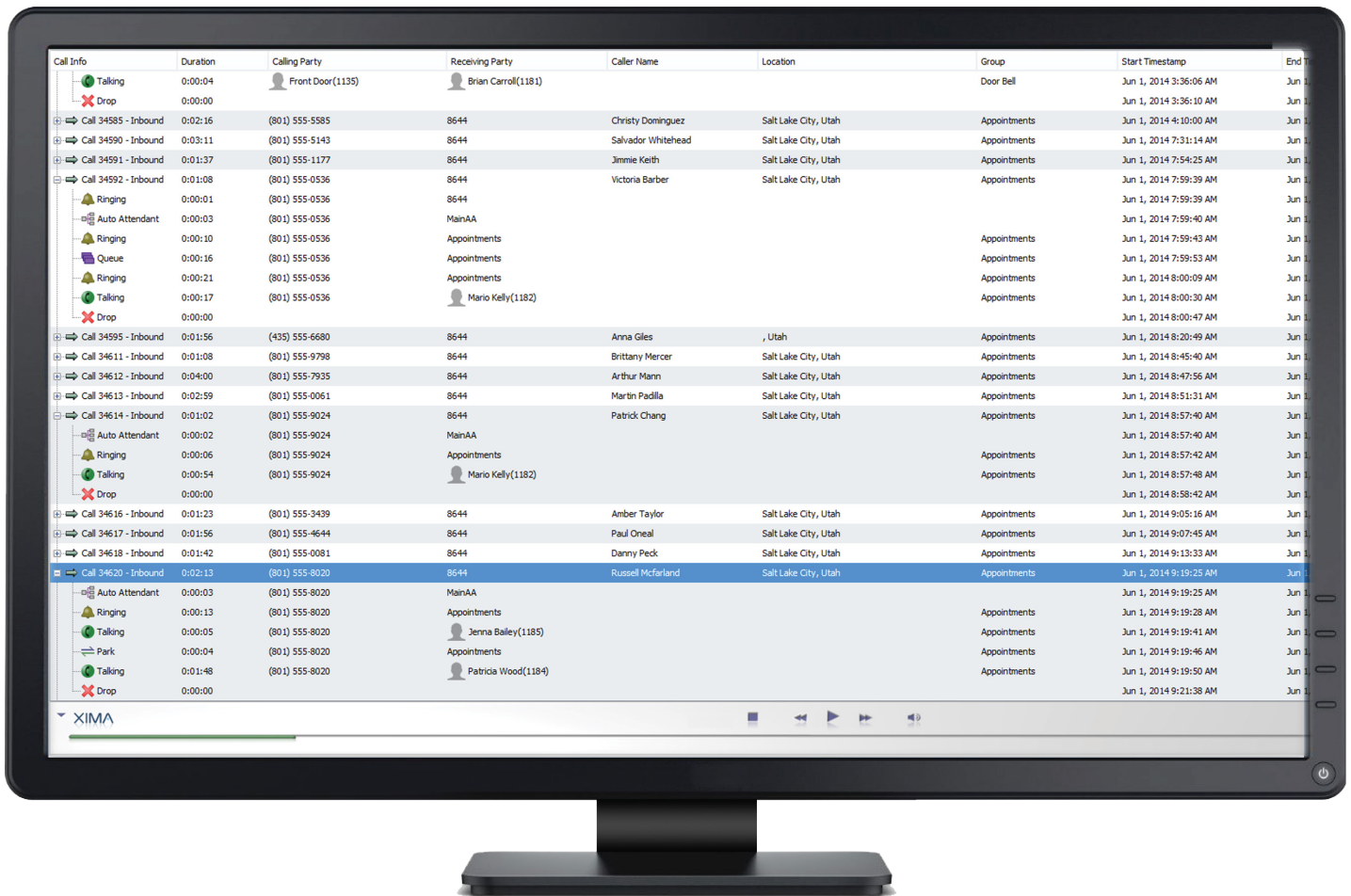
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# VRTX RECORDING LIBRARY

- Recording Rules allowing you to decide which calls are recorded
- Easily retrieve, listen, email and download recordings using custom filters
- PCI and HIPPA Compliant
- 5 Layers of Security
- Drive pooling allowing for retention policies unique to each company
- External Link Generator
- Evaluations/Scorecards







# 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.

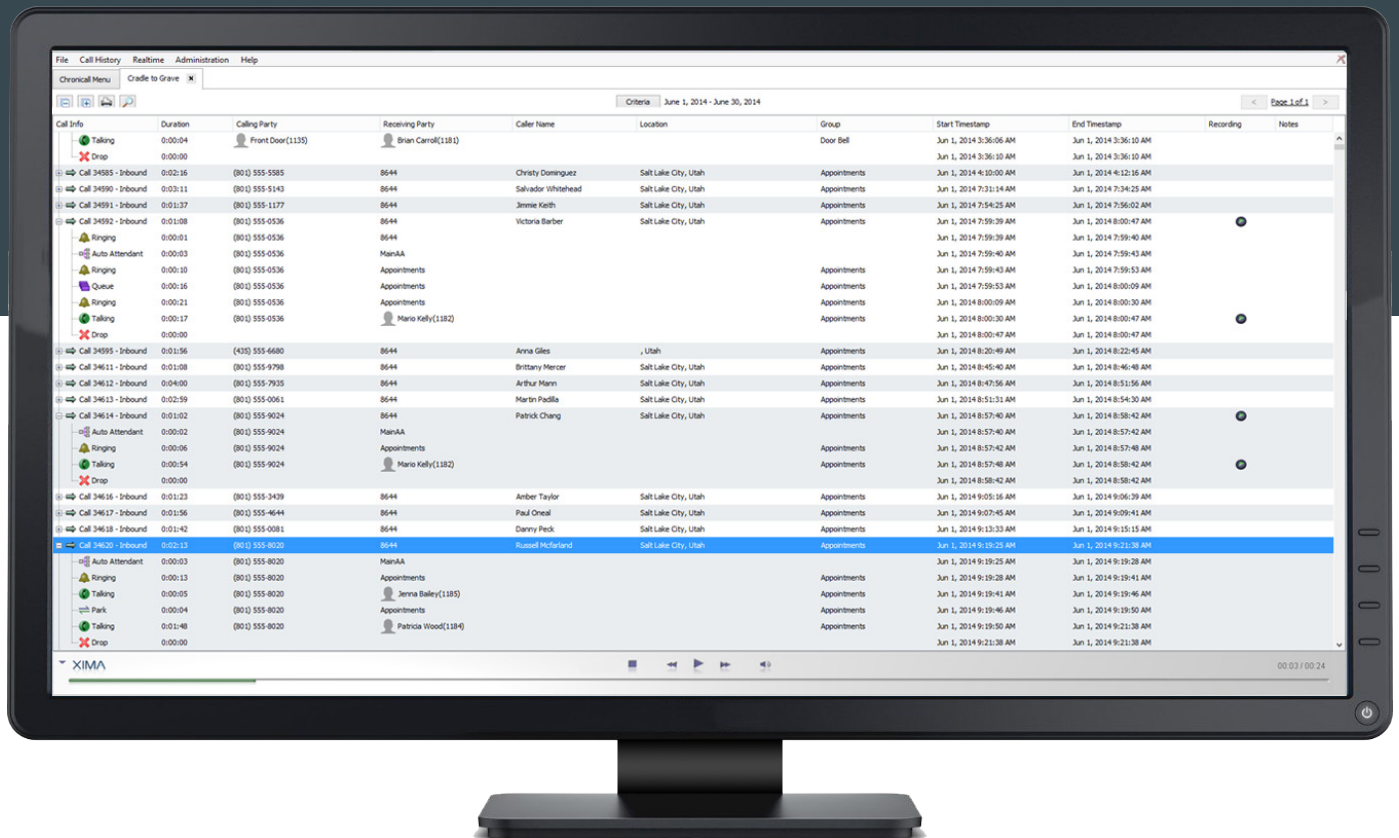
**Agent Desktop:** Agents are empowered through Agent Desktop to log in and out of their respective skill groups, place themselves in a not ready state, or continue their after call work (ACW) time to ensure they finish up their process before moving on to the next call.

**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 Chronicall's 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.



The screenshots display various XIMA reports including 'Queued Call Volume', 'Agent Call Summary', and 'Door Bell' reports, showing call counts, agent performance, and system metrics.

## 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