

## 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

	Call Info	Duration	Calling Party	Receiving Party	Caller Name	Location	Group	Start Timestamp	End
P Cd MSS-block       00216       0001 SSS-SMS       8644       Orisity Demagazi       Satilak Chy, Uah       Agenithemis       An 1, 2014 2000 AM         P Cd MSS-block       00111       001 SSS-SMS       8644       Satilak Chy, Uah       Agenithemis       An 1, 2014 7557, 2014         P Cd MSS-block       00121       001 SSS-SMS       8644       Victor Sache       Satilak Chy, Uah       Agenithemis       An 1, 2014 7557, 2014         P Cd MSS-block       00101       00101 SSS-SMS       8644       Victor Sache       Satilak Chy, Uah       Agenithemis       An 1, 2014 7557, 2014         P Cd MSS-block       00101       00101 SSS-SMS       Agenithemis       An 1, 2014 7557, 2014       An 1, 2014 7557, 2014         P Cd MSS-block       00101       00101 SSS-SMS       Agenithemis       An 1, 2014 7557, 2014       An 1, 2014 7557, 2014         P Cd MSS-block       00101       00101 SSS-SMS       Agenithemis       An 1, 2014 2050, 2014       An 1, 2014 2050, 2014         P Cd MSS-block       00101       00101 SSS-SMS       Agenithemis       An 1, 2014 2050, 2014       Agenithemis       An 1, 2014 2050, 2014         P Cd MSS-block       00101       00101 SSS-SMS       Agenithemis       An 1, 2014 2050, 2014       Agenithemis       An 1, 2014 2050, 2014         P Cd MSS-block		0:00:04	Front Door(1135)	Brian Carroll(1181)			Door Bell	Jun 1, 2014 3:36:06 AM	Jun
a b 399 - 1900.01       603111       603155 5143       864       Saltake City, Utah       Apportments       Aut, 2014 732114 AM         a G a 3993 - 1900.01       601315 5053       864       Wates Baber       Saltake City, Utah       Apportments       Aut, 2014 732114 AM         a G a 3993 - 1900.01       601315 5053       864       Wates Baber       Saltake City, Utah       Apportments       Aut, 2014 7399, AM         a forging       60031       601315 5053       864       Wates Baber       Apportments       Aut, 2014 7399, AM         a forging       60031       601315 5053       Marcia       Yes       Apportments       Aut, 2014 7399, AM         a forging       60011       601315 5053       Apportments       Aut, 2014 7399, AM       Apportments       Aut, 2014 7399, AM         a forging       60012       601315 5053       Apportments       Aut, 2014 7399, AM       Apportments       Aut, 2014 7399, AM         a forging       60012       601315 5053       Apportments       Aut, 2014 7399, AM       Apportments       Aut, 2014 7399, AM         a forging       60012       601315 50737       864       Ansa Glea       ,Utah       Apportments       Aut, 2014 8239, AM         a forging       601315 50737       8644       Marcia       Sal	Drop	0:00:00						Jun 1, 2014 3:36:10 AM	Jun
P         Cal 3491 - Irboard         Oot137         O013 555 1177         B644         James Kath         Sattalia City, Uah         Apportments         Au. 1, 2014 7559-79 AM           Cal 3492 - Irboard         0.0013         00013 555:055         B644         Victoria Barber         Sattalia City, Uah         Apportments         Au. 1, 2014 7559-79 AM           A Runge         0.0001         00013 555:055         B644         Victoria Barber         Jan. 2014 7559-04 AM           A Runge         0.0001         00013 555:055         Apportments         Jan. 2014 7559-04 AM           A Runge         0.0012         00013 555:055         Apportments         Jan. 2014 7559-04 AM           A Runge         0.0012         00013 555:055         Apportments         Jan. 2014 7559-01 AM           A Runge         0.0012         00013 555:055         Apportments         Jan. 2014 8009 AM           A Runge         0.0012         00013 55:055         Apportments         Jan. 2014 8009 AM           A Runge         0.0013         0.0013 55:055         B644         Atma GleE         Julah         Apportments         Jan. 2014 8009 AM           A Runge         Cal 3451-Hoberd         0.0102         0.013 55:0561         B644         Atma Ment         Sattale City, Uah         Apportments	🖶 🖨 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
Call 3492-1hourd         0.0138         (00) 355 0556         644         Victors Backer         Salt Jake City, Ush         Appointments         Jun 1, 2014 739:39 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
A Ringrig       0.00.01       000.0550.055       MarkA       Jun 1, 2014 759:29 AM         A Ringrig       0.00.01       000.0550.055       MarkA       Jun 1, 2014 759:29 AM         A Ringrig       0.00.10       000.0550.055       Apportiments       Jun 1, 2014 759:29 AM         A Ringrig       0.00.10       000.0550.055       Apportiments       Jun 1, 2014 759:59 AM         A Ringrig       0.00.10       000.0550.055       Apportiments       Jun 1, 2014 80:000 AM         A Ringrig       0.00.10       000.0550.055       Apportiments       Jun 1, 2014 80:000 AM         A Ringrig       0.00.17       000.0550.055       Apportiments       Jun 1, 2014 80:000 AM         A Ringrig       0.00.15       000.0550.055       Apportiments       Jun 1, 2014 80:000 AM         A Ringrig       0.00.15       000.0550.055       Apportiments       Jun 1, 2014 80:000 AM         A Ringrig       0.00.15       000.0550.055       Apportiments       Jun 1, 2014 80:000 AM         A Ringrig       0.00.15       000.0550.055       Apportiments       Jun 1, 2014 80:000 AM         A Ringrig       0.00.15       000.0550.055       Apportiments       Jun 1, 2014 80:000 AM         A Ringrig       0.00.12       0.00.1550.0575.054       Apportiments <t< td=""><td>🖙 🖨 Call 34591 - Inbound</td><td>0:01:37</td><td>(801) 555-1177</td><td>8644</td><td>Jimmie Keith</td><td>Salt Lake City, Utah</td><td>Appointments</td><td>Jun 1, 2014 7:54:25 AM</td><td>Jun</td></t<>	🖙 🖨 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
<ul> <li>Aub Attendert             <ul></ul></li></ul>	🖙 🖨 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
Angen         0x01:0         (80) 555 055         Apportments         App	🔔 Ringing	0:00:01	(801) 555-0536	8644				Jun 1, 2014 7:59:39 AM	Jun
• Queue           00016           (001)         550555           Appointments           Appointments         Appoi		0:00:03	(801) 555-0536	MainAA				Jun 1, 2014 7:59:40 AM	Jun
Angenge         Optimine         Apportments         An 1, 201480009 AM           Col 3955 - Frieurd         00:108         00:1555 - 958         8644         Price         Situate City, Utah         Apportments         An 1, 20148009 AM           Col 3951 - Frieurd         00:108         00:1055 - 958         8644         Price         Situate City, Utah         Apportments         An 1, 2014807.96 AM           Col 3951 - Frieurd         00:400         00:1055 - 9593         8644         Price         Situate City, Utah         Apportments         An 1, 2014807.95 AM           Col 3951 - Frieurd         00:400         (00:1555 - 9524         8644         Price Chargeng         Situate City, Utah         Apportments         An 1, 2014807.95 AM           Col 3951 - Frieurd         00:002         (00:1555 - 9524         Merito Addit         Price Chargenge         Situate City, Utah         Apportments         An 1, 2014807.95 AM           Col 3951 - Frieurd         00:002         (00:1555.9024         Apportments         An 1, 2014817.95 AM         Apportment	🔔 Ringing	0:00:10	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 7:59:43 AM	Jun
Piter         R00:17         R00:155-036         Piter         Mario Kelry (182)         Piter         An 1, 2014800:30 AM           C 013955 - Irbourd         001:156         (013) 555-036         6644         Anna Giles         JUah         Appointments         An 1, 2014800:30 AM           C 013951 - Irbourd         001:05         (013) 555-0735         6644         Artna Viercer         Sat Lake City, Utah         Appointments         An 1, 2014820:9 AM           C 013951 - Irbourd         00102         (001) 555-0051         6644         Artna         Sat Lake City, Utah         Appointments         An 1, 2014827:9 AM           C 013951 - Irbourd         00102         (010) 555-0051         6644         Mario Maria         Sat Lake City, Utah         Appointments         An 1, 2014837:9 AM           C 013951 - Irbourd         00102         (010) 555-0024         Maria A         Paris Charg         Sat Lake City, Utah         Appointments         An 1, 2014837:9 AM           C 013951 - Irbourd         00102         (001) 555-0024         Maria A         Paris Charg         Sat Lake City, Utah         Appointments         An 1, 2014837:9 AM           C 013951 - Irbourd         00102         (001) 555-0024         Maria A         Paris Charg         Sat Lake City, Utah         Appointments         An 1, 20148157:42 AM	Queue	0:00:16	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 7:59:53 AM	Jun
Prop       0000       Coll 3895 - Frobund       001156       (435) 555 - 680.0       8644       Ana Giles       Salt Jake Chy, Utah       Appontments       Jun 1, 2014 8:00:49 AM         Coll 3895 - Frobund       00108       00103 (559 7938       8644       Bittake Chy, Utah       Appontments       Jun 1, 2014 8:05:49 AM         Coll 3811 - Inbound       00102       00103 (559 7938       8644       Arthur Mann       Salt Jake Chy, Utah       Appontments       Jun 1, 2014 8:05: AM         Coll 3861 - Inbound       00102       (001) 555 9024       8644       Martin Padla       Salt Jake Chy, Utah       Appontments       Jun 1, 2014 8:05: AM         Coll 3861 - Inbound       00102       (001) 555 9024       8644       Patric Anag       Salt Jake Chy, Utah       Appontments       Jun 1, 2014 8:07: AM         Coll 3861 - Inbound       00102       (001) 555 9024       Appontments       Jun 1, 2014 8:07: AM       Jun 1, 2014 8:07: AM         Coll 3861 - Frobund       00102       (001) 555 9024       Appontments       Jun 1, 2014 8:07: AM       Jun 1, 2014 8:07: AM         Coll 3861 - Frobund       00112       (001) 555 9024       Appontments       Jun 1, 2014 9:07: AM       Jun 1, 2014 9:07: AM         Coll 3861 - Frobund       00112       (001) 555 9024       Appontments       Jun 1, 2014 9:07: AM	🔔 Ringing	0:00:21	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 8:00:09 AM	Jur
Arb       Arb       Arna Gles       , Utah       Appointments       An 1, 2014 8:20:49 AM         Arb       G1 3451 - Irboard       00108       (601) 555 798       8644       Britary Mercar       Sal take City, Utah       Appointments       An 1, 2014 8:20:49 AM         Col 34512 - Irboard       00400       (801) 555 793       8644       Arbur Marn       Sal take City, Utah       Appointments       An 1, 2014 8:75:46 AM         Col 34513 - Irboard       00102       (801) 555 9024       8644       Martin Padla       Sal take City, Utah       Appointments       An 1, 2014 8:75:46 AM         Col 34513 - Irboard       00102       (801) 555 9024       8644       Martin Padla       Sal take City, Utah       Appointments       An 1, 2014 8:57:40 AM         Col 34515 - Irboard       00102       (801) 555 9024       Marin Kelly(1182)       Appointments       An 1, 2014 8:57:40 AM         Col 34515 - Irboard       00102       (801) 555 9024       Appointments       An 1, 2014 8:57:42 AM         Col 34515 - Irboard       001152       (801) 555 9024       Ambor Kelly(1182)       Appointments       An 1, 2014 8:57:42 AM         Col 34516 - Irboard       001123       (801) 555 9024       Ambor Kelly(1182)       Appointments       An 1, 2014 905:15 AM         Col 34516 - Irboard       0011	Talking	0:00:17	(801) 555-0536	Mario Kelly(1182)			Appointments	Jun 1, 2014 8:00:30 AM	Jun
→ Cal 34611 - Inbound       0:01:08       (80) 555-9795       8644       Brittany Mercer       Salt Lake City, Utah       Appointments       Jun 1, 20148:45:40 AM         → Cal 34612 - Inbound       0:00:00       (80) 555-9795       8644       Arbur Mann       Salt Lake City, Utah       Appointments       Jun 1, 20148:15:13 IAM         → Cal 34612 - Inbound       0:00:02       (80) 555-9024       8644       Marin Padla       Salt Lake City, Utah       Appointments       Jun 1, 20148:57:40 AM         → Cal 34614 - Inbound       0:00:02       (80) 555-9024       8644       Patrick Chang       Salt Lake City, Utah       Appointments       Jun 1, 20148:57:40 AM         → Gal 34614 - Inbound       0:00:02       (80) 555-9024       ManA       Patrick Chang       Salt Lake City, Utah       Appointments       Jun 1, 20148:57:42 AM         → Gal 34615 - Inbound       0:00:05       (80) 555-9024       Mano Kelly(1182)       Appointments       Jun 1, 20148:57:42 AM         → Cal 34616 - Inbound       0:01:23       (80) 555-9024       Mark Kelly(1182)       Appointments       Jun 1, 20149:57:43 AM         → Cal 34618 - Inbound       0:01:24       (80) 555-9024       Mark Kelly(1182)       Jun 1, 20149:57:43 AM         → Cal 34618 - Inbound       0:01:23       (80) 555-9024       Mark Kelly(1182)       Jun 1, 20149:57:43	💥 Drop	0:00:00						Jun 1, 2014 8:00:47 AM	Jur
→ Call 34612 - Inbound       0:04:00       (801) 555-7935       8644       Arthur Mann       Salt Lake City, Utah       Appointments       Jun 1, 20148:157:6 AM         → Call 34613 - Inbound       0:01:02       (801) 555-0024       8644       Martin Padila       Salt Lake City, Utah       Appointments       Jun 1, 20148:157:60 AM         → Gall 34613 - Inbound       0:01:02       (801) 555-9024       8644       Patrick Chang       Salt Lake City, Utah       Appointments       Jun 1, 20148:157:60 AM         → Gall 34614 - Inbound       0:00:02       (801) 555-9024       ManAA       Jun 1, 20148:157:40 AM       Jun 1, 20148:157:40 AM         → Gall 346:1 - Inbound       0:00:02       (801) 555-9024       ManAA       Appointments       Jun 1, 20148:157:42 AM         → Call 346:1 - Inbound       0:00:05       (801) 555-9024       Mano Kelly(182)       Appointments       Jun 1, 20148:157:42 AM         → Call 346:1 - Inbound       0:01:23       (801) 555-9024       Anber Taylor       Salt Lake City, Utah       Appointments       Jun 1, 20149:05:16 AM         → Call 346:1 - Inbound       0:01:23       (801) 555-9024       Anber Taylor       Salt Lake City, Utah       Appointments       Jun 1, 20149:01:53 AM         → Call 346:1 - Inbound       0:01:24       (801) 555-8020       B644       Russel McFaland       Sal	🖶 🖨 Call 34595 - Inbound	0:01:56	(435) 555-6680	8644	Anna Giles	, Utah	Appointments	Jun 1, 2014 8:20:49 AM	Jun
<ul> <li>Cal 34613 - Irbound</li> <li>0.02259</li> <li>(801) 555-0061</li> <li>(801) 555-0024</li> <li>(801) 555-0026</li> <li>(801) 5</li></ul>	🖙 🖨 Call 34611 - Inbound	0:01:08	(801) 555-9798	8644	Brittany Mercer	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:45:40 AM	Jur
Cal 345(1-1rbound       0:01:02       (0:1) 555-9024       8644       Patrick Chang       Salt Lake City, Utah       Appointments       Jun 1, 20148:57-40 AM         Add Auto Attendant       0:00:02       (0:0) 555-9024       Appointments       Jun 1, 20148:57-40 AM         Alk Jub Attendant       0:00:05       (0:0) 555-9024       Appointments       Jun 1, 20148:57-40 AM         Appointments       0:00:55       (0:0) 555-9024       Appointments       Jun 1, 20148:57-40 AM         Taking       0:00:56       (0:0) 555-9024       Appointments       Jun 1, 20148:57-40 AM         Taking       0:00:56       (0:0) 555-9024       Appointments       Jun 1, 20148:57-40 AM         Taking       0:00:56       (0:0) 555-9024       Appointments       Jun 1, 20148:57-40 AM         Taking       0:00:56       (0:0) 555-9024       Appointments       Jun 1, 20148:57-40 AM         Taking       0:00:56       (0:0) 555-9024       Appointments       Jun 1, 20149:05:16 AM         Taking       0:01:56       (0:0) 555-9439       6644       Paul Oreal       Salt Lake City, Utah       Appointments       Jun 1, 20149:10:12 AM         Taking       0:01:56       (0:0) 555-8020       ManAA       Salt Lake City, Utah       Appointments       Jun 1, 20149:10:52 AM         T	🖨 🖨 Call 34612 - Inbound	0:04:00	(801) 555-7935	8644	Arthur Mann	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:47:56 AM	Jur
Image: Constraint of the	🖙 🖨 Call 34613 - Inbound	0:02:59	(801) 555-0061	8644	Martin Padila	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:51:31 AM	Jur
A Ringing         0:00:06         (801) 555-9024         Appointments         Appointments         Appointments         Appointments         Appointments         Appointments         Appointments         An 1, 20149:15:74 AM           * Cal 34616 - Irbourd         0:01:23         (801) 555-9024         Mario Kelly(1182)         ************************************	🖶 🖨 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
Taking         0:00:54         Roin 1, 2014 8:57:48 AM           Prop         0:00:00         Mario Kelly(182)         Amber Taylor         Salt Lake City, Utah         Appointments         Jun 1, 2014 8:57:48 AM           Prop         0:00:00         0:00:02         (801) 555-3439         8644         Amber Taylor         Salt Lake City, Utah         Appointments         Jun 1, 2014 8:57:48 AM           Prop         0:00:02         (801) 555-3439         8644         Amber Taylor         Salt Lake City, Utah         Appointments         Jun 1, 2014 9:05:16 AM           Prop         Cal 34617 - Irbound         0:01:23         (801) 555-081         8644         Paul Oneal         Salt Lake City, Utah         Appointments         Jun 1, 2014 9:19:25 AM           Prop         Cal 34630 - Irbound         0:02:13         (801) 555-8020         ManA         Jun 1, 2014 9:19:25 AM           Prop         Cal 34630 - Irbound         0:00:13         (801) 555-8020         ManA         Jun 1, 2014 9:19:25 AM           Prop         Ringing         0:00:13         (801) 555-8020         Appointments         Jun 1, 2014 9:19:25 AM           Prop         Colo:01         Second         Appointments         Jun 1, 2014 9:19:25 AM           Prop         Colo:01         Jun 1, 2014 9:19:25 AM         Appointhe	Auto Attendant	0:00:02	(801) 555-9024	MainAA				Jun 1, 2014 8:57:40 AM	Jun
	Ainging	0:00:06	(801) 555-9024	Appointments			Appointments	Jun 1, 2014 8:57:42 AM	Jun
→ Cal 346:16 - Inbound       0:01:23       (80) 555-3439       8644       Amber Taylor       Salt Lake City, Utah       Appointments       Jun 1, 2014 9:05:16 AM         → Cal 346:17 - Inbound       0:01:25       (80) 555-4644       8644       Paul Oneal       Salt Lake City, Utah       Appointments       Jun 1, 2014 9:05:16 AM         → Cal 346:18 - Inbound       0:01:22       (80) 555-6021       8644       Damy Peck       Salt Lake City, Utah       Appointments       Jun 1, 2014 9:13:23 AM         → Cal 346:18 - Inbound       0:02:13       (80) 555-8020       8644       Russel Mcfartand       Salt Lake City, Utah       Appointments       Jun 1, 2014 9:13:23 AM         → Cal 346:18 - Inbound       0:02:13       (80) 555-8020       ManAA       Russel Mcfartand       Salt Lake City, Utah       Appointments       Jun 1, 2014 9:19:25 AM         → Ringing       0:00:13       (80) 555-8020       ManAA       Xin 1, 2014 9:19:26 AM       Jun 1, 2014 9:19:26 AM         → Ringing       0:00:13       (80) 555-8020       Appointments       Jun 1, 2014 9:19:26 AM       Jun 1, 2014 9:19:26 AM         → Park       0:00:01       (80) 555-8020       Appointments       Jun 1, 2014 9:19:26 AM       Jun 1, 2014 9:19:26 AM         → Park       0:00:04       (80) 555-8020       Appointments       Jun 1, 2014 9:19:26 AM<	C Talking	0:00:54	(801) 555-9024	Mario Kelly(1182)			Appointments	Jun 1, 2014 8:57:48 AM	Jur
Cal 34617 - Inbound       0:01:55       (80) 1555-4644       8644       Paul Oneal       Salt Lake City, Utah       Appointments       Jun 1, 20149:07:45 AM         Cal 34618 - Inbound       0:01:52       (80) 1555-6021       8644       Danny Peck       Salt Lake City, Utah       Appointments       Jun 1, 20149:10:33 AM         Cal 34618 - Inbound       0:02:13       (80) 1555-8020       8644       Russel Mcfatand       Salt Lake City, Utah       Appointments       Jun 1, 20149:19:25 AM         Cal 34630 - Inbound       0:02:13       (80) 1555-8020       ManAA       Jun 1, 20149:19:25 AM       Jun 1, 20149:19:25 AM         A Ringing       0:00:03       (80) 1555-8020       Appointments       Jun 1, 20149:19:25 AM         A Ringing       0:00:05       (80) 1555-8020       Appointments       Jun 1, 20149:19:25 AM         A Ringing       0:00:05       (80) 1555-8020       Appointments       Jun 1, 20149:19:26 AM         A Ringing       0:00:04       (80) 1555-8020       Appointments       Jun 1, 20149:19:26 AM         A Ringing       0:00:04       (80) 1555-8020       Appointments       Jun 1, 20149:19:26 AM         Appointments       Jun 1, 20149:1555 AM       Jun 1, 20149:19:56 AM       Jun 1, 20149:19:56 AM         A Ringing       0:00:04       (80) 1555-8020       A	💥 Drop	0:00:00		_				Jun 1, 2014 8:58:42 AM	Jun
← Cal 346:18 - Inbound       0:01:42       (0)1 555-0081       8644       Damny Peck       Salt Lake City, Utah       Appointments       Jun 1, 2014 9:13:33 AM         ■ ← Cal 346:00 - Inbound       0:02:13       (0)0 555-8020       8644       Russell McFaland       Salt Lake City, Utah       Appointments       Jun 1, 2014 9:13:25 AM         → A Ringing       0:00:03       (801) 555-8020       ManAA       Jun 1, 2014 9:19:25 AM       Jun 1, 2014 9:19:25 AM         → A Ringing       0:00:03       (801) 555-8020       Appointments       Appointments       Jun 1, 2014 9:19:26 AM         → Cal 3460 - Inbound       0:00:03       (801) 555-8020       Appointments       Appointments       Jun 1, 2014 9:19:26 AM         → Cal 3460 - Colding       0:00:04       (801) 555-8020       Appointments       Appointments       Jun 1, 2014 9:19:26 AM         → Cal 3460 - Colding       0:00:04       (801) 555-8020       Park Baley(118:5)       Appointments       Jun 1, 2014 9:19:26 AM         → Cal 3460 - Colding       0:00:04       (801) 555-8020       Park Baley(118:4)       Appointments       Jun 1, 2014 9:19:26 AM         → Colding       0:01:48       (801) 555-8020       Pathical Wood(118:4)       Appointments       Jun 1, 2014 9:19:28 AM         → Colding       0:01:48       (801) 555-8020       Pathical	🖶 🖨 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
I → Call 34520 - Lrbound       0.02:13       (601) 555-8020       8644       Russel Mcfarland       Sait Lake City, Utah       Appointments       Jun 1, 2014 91:91:25 AM         - • © Auto Attendant       0:00:03       (801) 555-8020       ManAA       Jun 1, 2014 91:91:25 AM       Jun 1, 2014 91:91:25 AM         - • ● Auto Attendant       0:00:03       (801) 555-8020       Appointments       Appointments       Jun 1, 2014 91:91:25 AM         - ● Taking       0:00:05       (801) 555-8020       Appointments       Appointments       Jun 1, 2014 91:91:26 AM         - ● Taking       0:00:05       (801) 555-8020       Appointments       Appointments       Jun 1, 2014 91:19:56 AM         - ● Taking       0:00:04       (801) 555-8020       Appointments       Jun 1, 2014 91:19:56 AM         - ● Taking       0:01:48       (801) 555-8020       Patricia Wood(118-9)       Appointments       Jun 1, 2014 91:19:50 AM         - ● Taking       0:01:48       (801) 555-8020       Patricia Wood(118-9)       Appointments       Jun 1, 2014 91:19:50 AM         - ● Taking       0:01:48       (801) 555-8020       Patricia Wood(118-9)       Jun 1, 2014 91:19:50 AM         - ● Taking       0:01:00:00       Jun 1, 2014 91:19:50 AM       Jun 1, 2014 91:21:38 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	Jur
Org         Auto Attendant         0:00:03         (801) 555:8020         ManAA         Jun 1, 2014 9:19:25 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	Jur
A Ringing         0:00:13         (80) 555-8020         Appointments         Appointments         Jun 1, 2014 9:19:28 AM <ul> <li>Taking</li> <li>0:00:05</li> <li>(80) 555-8020</li> <li>Dema Baley(1185)</li> <li>Appointments</li> <li>Jun 1, 2014 9:19:41 AM</li> <li>Appointments</li> <li>Jun 1, 2014 9:19:46 AM</li> <li>Appointments</li> <li>Jun 1, 2014 9:19:55 MM</li> <li>Jun 1, 2014 9:19:55 MM</li> <li>Jun 1, 2014 9:19:528 AM</li> <li>Jun 1, 2014 9:19:58 AM</li> </ul>	🖬 👄 Call 34620 - Inbound	0:02:13	(801) 555-8020	8644	Russell Mcfarland	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:19:25 AM	Jur
O Taking         0:00:05         (S01) 555-8020         Dema Baley(1185)         Appointments         Jun 1, 2014 9:19:41 AM           ← Park         0:00:04         (S01) 555-8020         Appointments         Appointments         Jun 1, 2014 9:19:46 AM		0:00:03	(801) 555-8020	MainAA				Jun 1, 2014 9:19:25 AM	Jur
→ Park         0:00:04         (801) 555-8020         Appointments         Appointments         Jun 1, 2014 9:19:46 AM	📖 🔍 Ringing	0:00:13	(801) 555-8020	Appointments			Appointments	Jun 1, 2014 9:19:28 AM	Jur
- © Talking 0:01:48 (801) 555-8020  Patricia Wood(1184) Appointments Jun 1, 2014 9:19:50 AM Xun 1, 2014 9:19:50 AM Jun 1, 2014 9:19:38 AM	C Talking	0:00:05	(801) 555-8020	Jenna Bailey(1185)			Appointments	Jun 1, 2014 9:19:41 AM	Jur
λμπ 1, 2014 9:21:38 AM		0:00:04	(801) 555-8020	Appointments			Appointments	Jun 1, 2014 9:19:46 AM	Jur
	C Talking	0:01:48	(801) 555-8020	Patricia Wood(1184)			Appointments	Jun 1, 2014 9:19:50 AM	Jur
	X Drop	0:00:00		_				Jun 1, 2014 9:21:38 AM	Jur
							10		





# **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.

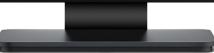
**Queue Call Back:** Customers no longer have to wait in queue. Queue Call Back enables customers to wait in line without having to wait on the phone. When their time is up, the system will call them and connect them with an agent.

**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		
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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					
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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		
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								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		-		_	_		_	
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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
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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	
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								-	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