

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 Fax(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

2/3/16 1:54:44 PM
Page 2
2/3/16 1:49:13 PM
Page 1

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
- Auto-email on Value Thresholds

Agent	Inbound Calls	Outbound Calls	Internal Calls	Total Calls
Travis Gray(1133)			1	1
Trevor Rogers(1834)	46	64	62	172
Taylor Perez(1160)	77	456	87	620
Veronica Arnold(1853)	28	34	88	148
Victor Bayle(1704)	11	75	67	153
Victoria Palmer(1405)		1	2	3
Vincent Wagner(1705)	4	48	38	90
Zachary Diaz(1619)	76	142	105	323

2/3/16 2:22:44 PM Page 3

Agent Inbound Calls

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

Total Calls	22	Total Call Duration	1:27:37
Total Ringing Duration		Avg Ringing Duration	0:02:54
Total Talking Duration	1:03:53	Avg Talking Duration	0:02:54
Answered Calls	22	Percent Answered	100.0%

Call	Caller ID	Calling Number	Dialed Number	Ringing Duration	Talking Duration	Call Duration	Answered	Start Time
Call ID: 51386	Sean Fulton	(801) 555-0919	1616	0:01:32	0:02:02	✓	25 Jan 2016 9:49:37	
Call ID: 51376	Dalores Hogan	(801) 555-7674	8644	0:02:49	0:03:18	✓	25 Jan 2016 9:51:56	
Call ID: 51426	Reginald Hogan	(801) 555-1098	1616	0:01:44	0:02:17	✓	25 Jan 2016 10:20:48	
Call ID: 51653	Arnie Underwood	(801) 555-8389	8644	0:02:00	0:02:58	✓	25 Jan 2016 11:26:15	
Call ID: 51622	Leroy Carpenter	(307) 555-5220	8644	0:00:25	0:02:30	✓	25 Jan 2016 12:05:46	
Call ID: 51666	Bessie Mcfadden	(801) 555-4488	1616	0:01:59	0:02:40	✓	25 Jan 2016 12:43:11	
Call ID: 51716	Charlotte Marks	(801) 555-0697	1616	0:01:30	0:01:57	✓	25 Jan 2016 13:14:27	
Call ID: 52433	Vera Motaniel	(801) 555-4484	1616	0:01:38	0:02:08	✓	26 Jan 2016 9:10:18	
Call ID: 52454	Harold Kemp	(801) 555-2832	8644	0:03:43	0:04:48	✓	26 Jan 2016 9:10:18	
Call ID: 52502	Jean Griffin	(435) 555-9900	8644	0:03:17	0:04:17	✓	26 Jan 2016 9:36:53	
Call ID: 52769	Jeanne Goff	(801) 555-2592	8644	0:02:40	0:04:02	✓	26 Jan 2016 12:27:05	
Call ID: 52820	Caroline Mann	(702) 555-5552	8644	0:06:04	0:10:12	✓	26 Jan 2016 12:51:54	
Call ID: 53001	Hugh Stark	(801) 555-0303	8644	0:06:51	0:07:52	✓	26 Jan 2016 14:46:47	
Call ID: 53858			8644	0:04:06	0:05:04	✓	27 Jan 2016 12:56:53	
Call ID: 53910	Derek Norton	(801) 555-8165	1627	0:00:50	0:00:53	✓	27 Jan 2016 13:41:16	
Call ID: 54462	Bernard Guerra	(801) 555-1000	8644	0:03:25	0:04:38	✓	28 Jan 2016 9:22:39	
Call ID: 54801	Chris Hansen	(801) 555-5810	8644	0:03:06	0:04:50	✓	28 Jan 2016 13:18:39	
Call ID: 55395	Virginia Skinner	(801) 555-5467	1627	0:02:16	0:02:16	✓	29 Jan 2016 6:53:54	
Call ID: 55638	Nina Bowman	(801) 555-8900	1616	0:03:02	0:03:35	✓	29 Jan 2016 12:55:46	
Call ID: 55645	Yolanda Rodriguez	(801) 555-6492	1627	0:02:15	0:02:21	✓	29 Jan 2016 13:03:37	
Call ID: 55689	Gilbert Copeland	(360) 555-6740	1616	0:09:45	0:07:20	✓	29 Jan 2016 13:30:57	

2/4/16 7:44:03 AM Page 12 http://ximasoftware.com

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
- Wallboard Templates – Choose from pre-designed wallboard templates to make call displays quick and easy



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
- Sub Account Codes
- Freeform Account Codes



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

