

CHRONICAL



The screenshot displays the XIMA call center software interface, featuring several key components:

- Summary Dashboard:** Located in the top left, it provides a quick overview of call metrics: **Calls Presented: 200**, **Calls Answered: 181**, **Calls Abandoned: 19**, and **Service Level: 90%**. It also indicates **Active Sales Calls: 8** and **Calls in Sales Queue: 3**.
- Call History Table:** The central part of the interface shows a detailed list of call records. The table includes columns for Call ID, Call Type, Agent Name, Start Time, End Time, and Status. A sample of the data is as follows:

| Call ID | Call Type | Agent Name | Start Time | End Time | Status |
|---------|-----------|-------------|------------|----------|-----------|
| 001 | Internal | Mark Turner | 10:00:00 | 10:05:00 | Completed |
| 002 | Internal | Mark Turner | 10:05:00 | 10:10:00 | Completed |
| 003 | Internal | Mark Turner | 10:10:00 | 10:15:00 | Completed |
| 004 | Internal | Mark Turner | 10:15:00 | 10:20:00 | Completed |
| 005 | Internal | Mark Turner | 10:20:00 | 10:25:00 | Completed |
| 006 | Internal | Mark Turner | 10:25:00 | 10:30:00 | Completed |
| 007 | Internal | Mark Turner | 10:30:00 | 10:35:00 | Completed |
| 008 | Internal | Mark Turner | 10:35:00 | 10:40:00 | Completed |
| 009 | Internal | Mark Turner | 10:40:00 | 10:45:00 | Completed |
| 010 | Internal | Mark Turner | 10:45:00 | 10:50:00 | Completed |
- Agent Call Summary:** A smaller window on the right provides a summary of agent performance, including a table with columns for Agent Name, Calls, and Service Level.
- Visualizations:** The interface includes a bar chart showing service levels over time and a pie chart representing the distribution of call statuses.



Xima Software was formed by a group of telephony engineers and tech support personnel. After several years and hundreds of phone system installations, Xima's founders identified a growing need for inexpensive, accurate, and easy-to-use call reporting and recording software. They needed a reporting suite that would only take a few minutes to install, would show the details of every event that happened on a call instead of just a vague summary, and could report on all users, groups, and trunks without licensing headaches. With those principles in mind, they developed Chronicall.

In 2007, Xima spun off from its parent company and began aggressive development on Chronicall. The name Xima was chosen as a modern derivation of the romantic word "cima," meaning "the top" or "pinnacle." The name Chronicall represents a strategic merger of accurate and detailed time-keeping with call reporting.

File Call History Realtime Administration Help

Chronical Menu Cradle to Grave

Oct 07, 2012 - 00:00:00 - Oct 12, 2012 - 23:59:59

| Call Info | Calling Party | Receiving Party | Hunt Group | Start Date | Start Time | End Date | End Time | Duration | Recor... |
|-----------------------|----------------------------|--|------------|------------|------------|----------|----------|----------|----------|
| Call 39048 - Inbound | [Carl Nash] 7275554554 | [0014] Mario Turner(301); Reception; Nich... | Reception | 10/8/12 | 08:58:49 | 10/8/12 | 09:05:20 | 0:06:31 | |
| Call 39047 - Internal | Mario Turner(301) | Nicholas Diaz(303) | | 10/8/12 | 08:59:12 | 10/8/12 | 08:59:26 | 0:00:14 | |
| Call 39053 - Inbound | [Carl Nash] 7275554554 | [0014] Mario Turner(301); Reception; Nich... | Reception | 10/8/12 | 09:05:25 | 10/8/12 | 09:21:19 | 0:15:54 | |
| Ring | 7275554554 | 0014 | | 10/8/12 | 09:05:25 | 10/8/12 | 09:05:33 | 0:00:08 | |
| Talking | 7275554554 | Mario Turner(301) | Reception | 10/8/12 | 09:05:33 | 10/8/12 | 09:05:53 | 0:00:20 | |
| Hold | 7275554554 | Mario Turner(301) | Reception | 10/8/12 | 09:05:53 | 10/8/12 | 09:05:55 | 0:00:02 | |
| Talking | 7275554554 | Mario Turner(301) | Reception | 10/8/12 | 09:05:55 | 10/8/12 | 09:05:57 | 0:00:02 | |
| Park | 7275554554 | Reception | Reception | 10/8/12 | 09:05:57 | 10/8/12 | 09:06:21 | 0:00:24 | |
| Talking | 7275554554 | Nicholas Diaz(303) | Reception | 10/8/12 | 09:06:21 | 10/8/12 | 09:21:19 | 0:14:58 | |
| Drop | | | | | | 10/8/12 | 09:21:19 | | |
| Call 39049 - Internal | Nicholas Diaz(303) | | | 10/8/12 | 09:05:32 | 10/8/12 | 09:05:33 | 0:00:01 | |
| Call 39050 - Internal | Mario Turner(301) | | | 10/8/12 | 09:05:54 | 10/8/12 | 09:05:55 | 0:00:01 | |
| Call 39051 - Internal | Mario Turner(301) | Nicholas Diaz(303) | | 10/8/12 | 09:05:58 | 10/8/12 | 09:06:13 | 0:00:15 | |
| Call 39052 - Internal | Nicholas Diaz(303) | | | 10/8/12 | 09:06:14 | 10/8/12 | 09:06:20 | 0:00:06 | |
| Call 39054 - Internal | Mario Turner(301) | Nicholas Diaz(303) | | 10/8/12 | 09:28:22 | 10/8/12 | 09:28:54 | 0:00:32 | |
| Call 39055 - Internal | Mario Turner(301) | Ian Harper(308) | | 10/8/12 | 09:28:56 | 10/8/12 | 09:29:20 | 0:00:24 | |
| Call 39056 - Outbound | Michelle Mills(306) | 4075553413 | | 10/8/12 | 09:31:39 | 10/8/12 | 09:32:35 | 0:00:56 | |
| Dialing | Michelle Mills(306) | | | 10/8/12 | 09:31:39 | 10/8/12 | 09:31:50 | 0:00:11 | |
| Ring | Michelle Mills(306) | 4075553413 | | 10/8/12 | 09:31:50 | 10/8/12 | 09:32:11 | 0:00:21 | |
| Talking | Michelle Mills(306) | 4075553413 | | 10/8/12 | 09:32:11 | 10/8/12 | 09:32:35 | 0:00:24 | |
| Drop | | | | | | 10/8/12 | 09:32:35 | | |
| Call 39057 - Inbound | [Vincent Burke] 3215558828 | [0014] Mario Turner(301) | Reception | 10/8/12 | 09:33:36 | 10/8/12 | 09:34:10 | 0:00:34 | |
| Call 39058 - Outbound | Michelle Mills(306) | 4075550767 | | 10/8/12 | 09:41:21 | 10/8/12 | 09:42:44 | 0:01:23 | |
| Call 39059 - Outbound | Michelle Mills(306) | 4075557600 | | 10/8/12 | 09:42:45 | 10/8/12 | 09:43:18 | 0:00:33 | |
| Call 39060 - Outbound | Derek Wilson(305) | 1800 | | 10/8/12 | 09:44:13 | 10/8/12 | 09:44:23 | 0:00:10 | |

Cradle to Grave

Cradle to Grave

As soon as Chronical 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 the moment the call arrived at your phone switch to the instant the call ended.

True Cradle to Grave reporting means that you can expand each and every call to view its ringing, talking, queue, hold, and transfer events; conference call information; and the agents, hunt groups, and external parties 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.

Standard Reports

Inbound Calls by Local Number [0014]

Mon, Dec 17, 2012 12:08 AM -
Mon, Dec 17, 2012 11:59 PM

| Call | External Party | Caller ID | Answered | Talking Duration | Time to Answer | Call Duration |
|----------------|----------------|--------------------|----------|------------------|----------------|---------------|
| Call ID: 37496 | 3215556125 | Glenn Burks | ✓ | 0:00:38 | 0:00:03 | 0:00:41 |
| Call ID: 37500 | 4075552669 | Maria Freeman | ✓ | 0:00:18 | 0:00:03 | 0:01:03 |
| Call ID: 37501 | 7025556871 | Scott Morris | ✓ | 0:07:23 | 0:00:06 | 0:07:29 |
| Call ID: 37506 | 4075554777 | Andrea Harmon | ✓ | 0:01:43 | 0:00:06 | 0:01:48 |
| Call ID: 37515 | 4075550211 | Michele Hurst | ✓ | 0:02:48 | 0:00:04 | 0:03:00 |
| Call ID: 37518 | 3215554225 | Ernest Bowen | ✓ | 0:08:40 | 0:00:04 | 0:08:46 |
| Call ID: 37522 | 4075551085 | Rafael Crawford | ✓ | 0:03:25 | 0:00:00 | 0:03:39 |
| Call ID: 37532 | 4075551331 | Adrian Decker | ✓ | 0:01:20 | 0:00:06 | 0:01:30 |
| Call ID: 37535 | 4075553942 | Catherine Goodman | ✓ | 0:00:15 | 0:00:06 | 0:00:21 |
| Call ID: 37546 | 4075550200 | Ronnie Chambers | ✓ | 0:02:57 | 0:00:03 | 0:03:03 |
| Call ID: 37550 | 3525550173 | Alfred Byers | ✓ | 0:00:40 | 0:00:03 | 0:00:43 |
| Call ID: 37551 | 4075550011 | Calvin Castillo | ✓ | 0:00:16 | 0:00:04 | 0:00:20 |
| Call ID: 37557 | 3215550313 | Lawrence Bentley | ✓ | 0:01:48 | 0:00:02 | 0:01:53 |
| Call ID: 37566 | 2155559230 | Larry Bailey | ✓ | 0:00:52 | 0:00:06 | 0:01:00 |
| Call ID: 37560 | 4075553009 | Margaret Frost | ✓ | 0:00:36 | 0:00:06 | 0:00:42 |
| Call ID: 37566 | 4075555855 | Eva Houston | ✓ | 0:00:10 | 0:00:13 | 0:00:23 |
| Call ID: 37567 | 4075552204 | Dave Everett | ✓ | 0:01:25 | 0:00:12 | 0:01:41 |
| Call ID: 37570 | 6465551695 | Jason Moon | ✓ | 0:00:13 | 0:00:02 | 0:00:47 |
| Call ID: 37578 | 4075551085 | Rafael Crawford | ✓ | 0:02:31 | 0:00:05 | 0:03:01 |
| Call ID: 37582 | 4075556825 | Pitscoila Moonnell | ✓ | 0:00:11 | 0:00:06 | 0:00:50 |
| Call ID: 37594 | 4075550444 | Renée Kelley | ✓ | 0:06:06 | 0:00:03 | 0:06:18 |
| Call ID: 37588 | 3215550708 | Nicholas Benton | ✓ | 1:10:48 | 0:00:06 | 1:10:57 |
| Call ID: 37591 | 4075551085 | Rafael Crawford | ✓ | 0:00:36 | 0:00:26 | 0:01:32 |
| Call ID: 37592 | 4075554209 | Mildred Grimes | ✓ | 0:00:07 | | 0:00:07 |

| | | | |
|------------------------|---------|----------------------|--|
| Total Calls | 24 | Answered Calls | |
| Total Talking Duration | 1:55:35 | Avg Talking Duration | |
| Total Call Duration | 2:02:05 | Avg Call Duration | |

Inbound Calls by Local Number [2342]

Mon, Dec 17, 2012 12:08 AM -
Mon, Dec 17, 2012 11:59 PM

| Call | External Party | Caller ID | Answered | Talking Duration | Time to Answer | Call Duration |
|----------------|----------------|-----------------|----------|------------------|----------------|---------------|
| Call ID: 37526 | 6305550452 | Anthony Montoya | ✓ | 0:00:44 | 0:00:12 | 0:00:56 |
| Call ID: 37514 | 6305550452 | Anthony Montoya | ✓ | 0:00:31 | 0:00:12 | 0:00:43 |

Jan 8, 2013 9:21 AM
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Agent Call Volume

Diana Taylor(315)
Sun, Dec 16, 2012 12:00 AM -
Sat, Dec 22, 2012 11:59 PM

| Day of Week | Total Calls | Inbound Calls | Outbound Calls | Internal Calls | Total Talking Duration | Inbound Talking Duration | Outbound Talking Duration | Internal Talking Duration | Avg Talking Duration | Max Talking Duration |
|-------------|-------------|---------------|----------------|----------------|------------------------|--------------------------|---------------------------|---------------------------|----------------------|----------------------|
| Sunday | | | | | | | | | 0:02:22 | 1:10:05 |
| Monday | | | | | | | | | 0:01:53 | 0:18:01 |
| Tuesday | | | | | | | | | 0:01:38 | 0:22:41 |
| Wednesday | | | | | | | | | 0:01:45 | 0:46:51 |
| Thursday | | | | | | | | | 0:02:01 | 0:23:57 |
| Friday | | | | | | | | | 0:00:09 | 0:00:00 |
| Saturday | | | | | | | | | | |

| | | | |
|---------------------------------|---------|---------------------------------|---------|
| Total Calls | 0 | Total Inbound Calls | 0 |
| Total Outbound Calls | 0 | Total Internal Calls | 0 |
| Total Talking Duration | | Total Inbound Talking Duration | |
| Total Outbound Talking Duration | | Total Internal Talking Duration | |
| Avg Talking Duration | 0:01:54 | Max Talking Duration | 1:10:05 |

Agent Call Volume

Richard Wood(302)
Sun, Dec 16, 2012 12:00 AM -
Sat, Dec 22, 2012 11:59 PM

| Day of Week | Total Calls | Inbound Calls | Outbound Calls | Internal Calls | Total Talking Duration | Inbound Talking Duration | Outbound Talking Duration | Internal Talking Duration | Avg Talking Duration | Max Talking Duration |
|-------------|-------------|---------------|----------------|----------------|------------------------|--------------------------|---------------------------|---------------------------|----------------------|----------------------|
| Sunday | 7 | 1 | 1 | 5 | 0:05:33 | 0:01:29 | 0:01:43 | 0:02:21 | 0:02:22 | 1:10:05 |
| Monday | 10 | 1 | 2 | 7 | 0:13:49 | 0:00:58 | 0:04:03 | 0:08:48 | 0:01:53 | 0:18:01 |
| Tuesday | 11 | 1 | 2 | 8 | 0:12:17 | 0:02:38 | 0:07:35 | 0:02:04 | 0:01:38 | 0:22:41 |
| Wednesday | 4 | 1 | 3 | 0 | 0:02:17 | 0:00:07 | 0:01:20 | 0:00:57 | 0:01:45 | 0:46:51 |
| Thursday | 17 | 1 | 16 | 0 | 0:05:58 | 0:01:55 | 0:01:20 | 0:04:03 | 0:02:01 | 0:23:57 |
| Friday | | | | | | | | | 0:00:00 | 0:00:00 |
| Saturday | | | | | | | | | | |

Jan 4, 2013 2:52 PM
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Agent Card

(315)
Sun, Dec 16, 2012 12:00 AM -
Sat, Dec 22, 2012 11:59 PM

| | | | |
|-----------------|---|--------------------|----------|
| Times Logged In | 0 | Logged In Duration | 45:44:05 |
|-----------------|---|--------------------|----------|

| Time | Logged In | Logged Out | Duration |
|------|----------------------|----------------------|----------|
| 17 | 17 Dec 2012 8:12:46 | 17 Dec 2012 17:14:23 | 9:01:37 |
| 18 | 18 Dec 2012 8:10:49 | 18 Dec 2012 17:14:01 | 9:03:12 |
| 19 | 19 Dec 2012 8:11:20 | 19 Dec 2012 15:58:21 | 7:47:00 |
| 20 | 20 Dec 2012 8:08:07 | 20 Dec 2012 18:28:46 | 10:20:39 |
| 21 | 21 Dec 2012 8:15:49 | 21 Dec 2012 12:36:51 | 4:21:02 |
| 22 | 21 Dec 2012 12:38:35 | 21 Dec 2012 17:49:10 | 5:10:34 |

| | | | |
|---------------------------------|---------|---------------------------------|---------|
| Total Calls | 0 | Total Inbound Calls | 0 |
| Total Outbound Calls | 0 | Total Internal Calls | 0 |
| Total Talking Duration | | Total Inbound Talking Duration | |
| Total Outbound Talking Duration | | Total Internal Talking Duration | |
| Avg Talking Duration | 0:01:54 | Max Talking Duration | 1:10:05 |

Agent Card

(302)
Sun, Dec 16, 2012 12:00 AM -
Sat, Dec 22, 2012 11:59 PM

| | | | |
|-----------------|---|--------------------|----------|
| Times Logged In | 0 | Logged In Duration | 45:44:05 |
|-----------------|---|--------------------|----------|

| Time | Logged In | Logged Out | Duration |
|------|----------------------|----------------------|----------|
| 17 | 17 Dec 2012 8:12:46 | 17 Dec 2012 17:14:23 | 9:01:37 |
| 18 | 18 Dec 2012 8:10:49 | 18 Dec 2012 17:14:01 | 9:03:12 |
| 19 | 19 Dec 2012 8:11:20 | 19 Dec 2012 15:58:21 | 7:47:00 |
| 20 | 20 Dec 2012 8:08:07 | 20 Dec 2012 18:28:46 | 10:20:39 |
| 21 | 21 Dec 2012 8:15:49 | 21 Dec 2012 12:36:51 | 4:21:02 |
| 22 | 21 Dec 2012 12:38:35 | 21 Dec 2012 17:49:10 | 5:10:34 |

Agent Card

(314)
Sun, Dec 16, 2012 12:00 AM -
Sat, Dec 22, 2012 11:59 PM

| | | | |
|-----------------|---|--------------------|----------|
| Times Logged In | 0 | Logged In Duration | 45:44:05 |
|-----------------|---|--------------------|----------|

| Time | Logged In | Logged Out | Duration |
|------|----------------------|----------------------|----------|
| 17 | 17 Dec 2012 8:12:46 | 17 Dec 2012 17:14:23 | 9:01:37 |
| 18 | 18 Dec 2012 8:10:49 | 18 Dec 2012 17:14:01 | 9:03:12 |
| 19 | 19 Dec 2012 8:11:20 | 19 Dec 2012 15:58:21 | 7:47:00 |
| 20 | 20 Dec 2012 8:08:07 | 20 Dec 2012 18:28:46 | 10:20:39 |
| 21 | 21 Dec 2012 8:15:49 | 21 Dec 2012 12:36:51 | 4:21:02 |
| 22 | 21 Dec 2012 12:38:35 | 21 Dec 2012 17:49:10 | 5:10:34 |

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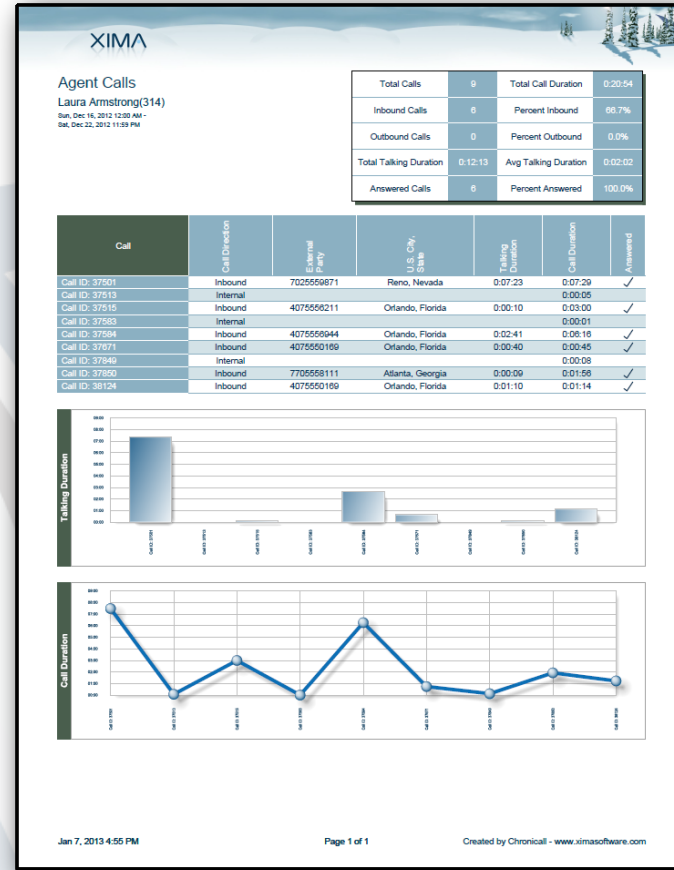
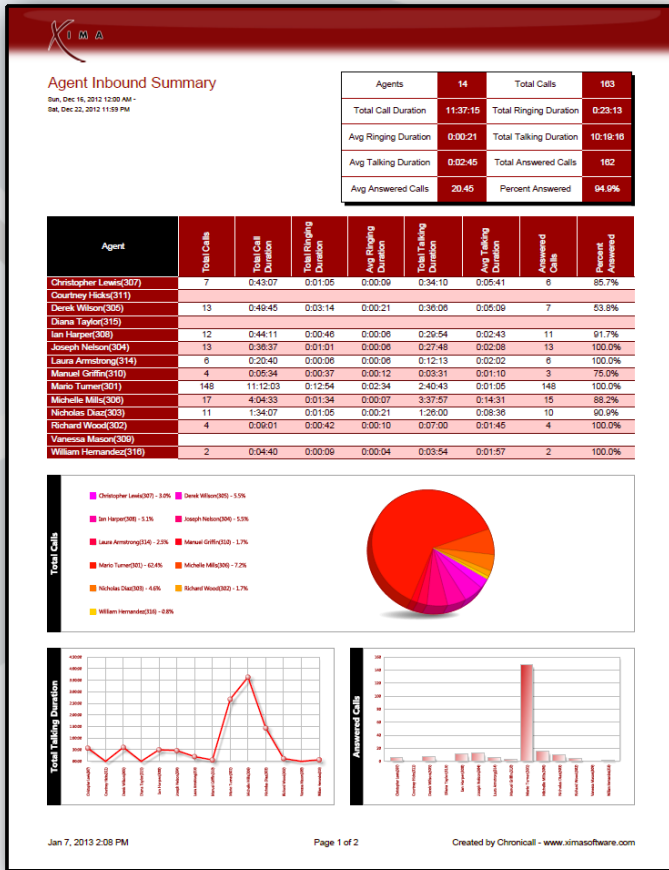
Standard Reports

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 40 accurate and vibrant reports, charts, and graphs that use everything from the simplest criteria to some of the most detailed and specific statistics available from any call reporting software. You are free to run these reports as many times as you like to find invaluable information on your calls, events, conferences, agents, groups, queues, and trunks.

Each installation of Chronicall gives you access to these powerful reports and the intuitive Report Scheduler, which tells Chronicall to run reports automatically every hour, day, week, or month and send them to an email address or save them to a file.

Reports can be viewed or saved in many standard formats:

- Adobe Reader (.pdf)
- Microsoft Excel (.xls/.csv)
- OpenOffice.org (.odt)
- IE / Safari / Firefox (.html)



Custom Reports

Custom Reports

If you need to find unique report information that isn't covered by our Standard Reports, the Custom Reports module will give you the tools you need to discover it.

Because you know your business better than we do, we've made it easy to create, edit, and share any report you can imagine. Chronical's custom report creator walks you through the simple step-by-step process of creating useful reports. You choose your rows and columns as well as filters to help you pinpoint the information you need. Every aspect of the report's layout and function, including the report summaries you want to display, the order of columns, the sorting method used to organize rows, and the data used to create each graph, is under your control.

With so many options and settings available, we understand that some users might need additional assistance. If you have Xima Care and need help creating a report, the Xima support team is only a phone call or email away. We will make sure that you have the reports you need to make managing your call data as simple as possible.

Recording Library



File Call History Realtime Administration Help

Chronical Menu Cradle to Grave x

Oct 07, 2012 - 00:00:00 - Oct 12, 2012 - 23:59:59

| Call Info | Calling Party | Receiving Party | Hunt Group | Start Date | Start Time | End Date | End Time | Duration | Reco... |
|-----------------------|-------------------------|---|------------|------------|------------|----------|----------|----------|---------|
| Call 39130 - Internal | Michelle Mills(306) | Mario Turner(301) | | 10/8/12 | 12:45:02 | 10/8/12 | 12:45:28 | 0:00:26 | |
| Dialing | Michelle Mills(306) | | | 10/8/12 | 12:45:02 | | | | |
| Ringing | Michelle Mills(306) | Mario Turner(301) | | 10/8/12 | 12:45:03 | | | | |
| Talking | Michelle Mills(306) | Mario Turner(301) | | 10/8/12 | 12:45:18 | | | | |
| Drop | | | | | | | | | |
| Call 39131 - Outbound | Derek Wilson(305) | 4075550131 | | 10/8/12 | 12:50:28 | | | | |
| Call 39132 - Internal | Nicholas Diaz(303) | Michelle Mills(306) | | 10/8/12 | 12:54:40 | | | | |
| Call 39133 - Internal | Nicholas Diaz(303) | Derek Wilson(305) | | 10/8/12 | 12:55:18 | | | | |
| Call 39135 - Inbound | [Sam Conner] 4075550785 | [0014] Mario Turner(301); Derek Wilson(305) Reception | | 10/8/12 | 13:06:51 | | | | |
| Ringing | 4075550785 | 0014 | | 10/8/12 | 13:06:51 | | | | |
| Talking | 4075550785 | Mario Turner(301) | Reception | 10/8/12 | 13:06:58 | | | | |
| Transfer Hold | 4075550785 | Mario Turner(301) | Reception | 10/8/12 | 13:07:10 | | | | |
| Transfer | 4075550785 | Derek Wilson(305) | | | | | | | |
| Ringing | 4075550785 | Derek Wilson(305) | | 10/8/12 | 13:07:12 | | | | |
| Talking | 4075550785 | Derek Wilson(305) | | 10/8/12 | 13:07:15 | | | | |
| Drop | | | | | | | | | |
| Call 39134 - Internal | Mario Turner(301) | Derek Wilson(305) | | 10/8/12 | 13:07:10 | | | | |
| Call 39136 - Outbound | Derek Wilson(305) | 4075550131 | | 10/8/12 | 13:09:15 | | | | |
| Call 39139 - Inbound | [Floyd Chen] 4075550279 | [0014] Mario Turner(301); Reception; 306 Reception | | 10/8/12 | 13:17:46 | | | | |
| Ringing | 4075550279 | 0014 | | 10/8/12 | 13:17:46 | | | | |
| Talking | 4075550279 | Mario Turner(301) | Reception | 10/8/12 | 13:17:50 | | | | |
| Park | 4075550279 | Reception | Reception | 10/8/12 | 13:18:24 | 10/8/12 | 13:18:41 | 0:00:17 | |

XIMA 00:06 / 00:24

| | | |
|----------|---------|---|
| 09:05:20 | 0:06:31 | |
| 08:58:57 | 0:00:08 | |
| 08:59:11 | 0:00:14 |  |
| 08:59:28 | 0:00:17 | |
| 09:05:20 | 0:05:52 |  |
| 09:05:20 | | |

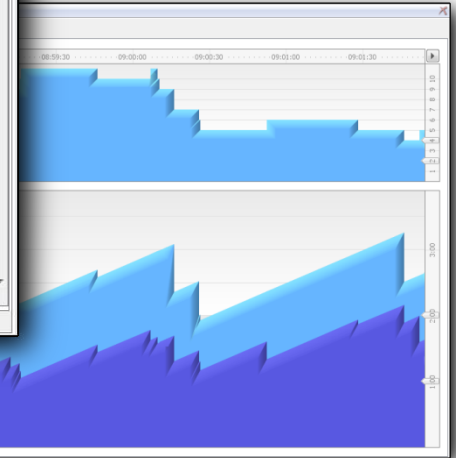
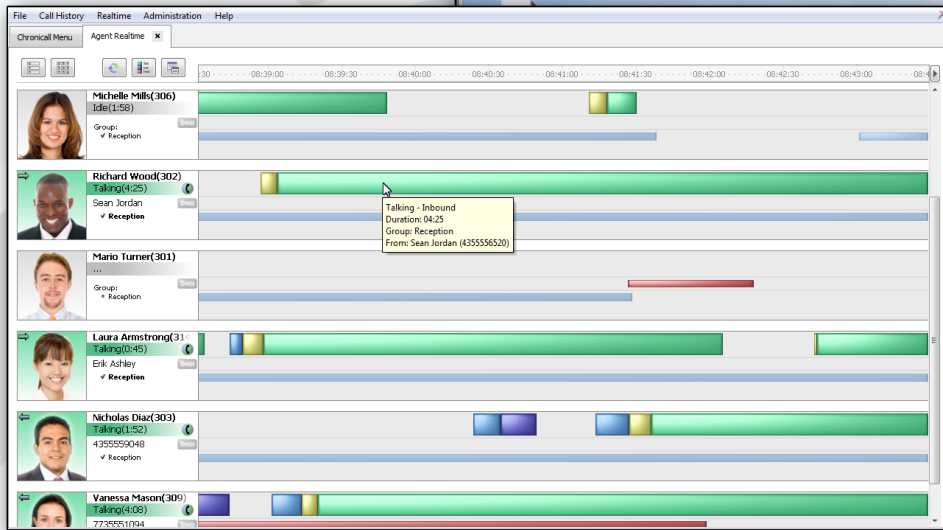
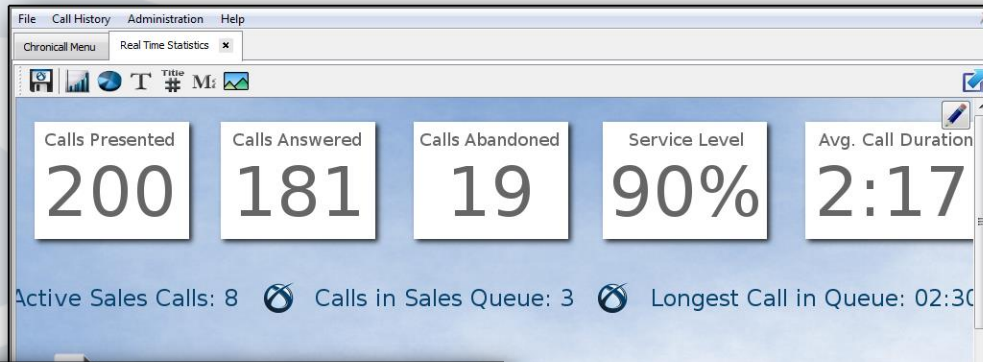
Recording Library

With the Recording Library module, the calls you record will be automatically cataloged and ready to listen to from within the Cradle to Grave interface.

When a recording is created, Recording Library takes the file and compresses it into an efficient Speex (.spx) file, which is optimized for high quality voice playback.

Recordings like this typically take up 100 KB of file storage per minute. This means that with only 32 GB of storage space, you could record an agent for eight full hours every workday for two years.

Chronicall intelligently matches each recording with the appropriate call and places a small icon next to that call's data within Cradle to Grave. Clicking on this icon opens an audio player in Cradle to Grave, allowing you to listen to the call instantly. You can also email recordings as .spx or .wav files or simply download them to play later, all without opening any other windows or programs.




Logged Out (6/17)

- Conference Room
- Main Fax
- Manuel Griffin
- Mario Turner

Realtime

Realtime

Better manage your business with real-time monitoring. While the Cradle to Grave view and Chronicall's detailed reports allow you to see call data after calls have ended, the Realtime module uses live data about your agents, hunt groups, and queues to provide customizable displays and information at a glance. This is true real-time; there is no five-second refresh rate. As soon as a call comes in or an agent's status changes, Chronicall incorporates the new data into the unique Agent Timeline, Group Timeline, and Realtime Stats.

With Realtime, you can even run reports on an agent's status information over a period of time, like idle time, time spent logged into a group, or time spent in Do Not Disturb status. Since these reports plug directly into the familiar Chronicall interface, you can start running them right away.

Agent Dashboards



Agent Dashboards

With Chronicall's revolutionary Agent Dashboards module, you can take Realtime data out of the web browser and onto the desktop.

Once an agent logs in to Dashboards, they'll be able to view live call data with a desktop widget, customized with Realtime values that fit their needs. Agents can monitor statistics about themselves, their hunt groups, or the entire system without opening Chronicall or looking at a wallboard; everything they need to know is available on their own screen at all times.

Dashboards also generates helpful pop-up windows for the agent whenever they make or receive calls, set themselves on DND status, or log out of their extension. These windows allow them to see who is calling and where they are calling from, assign account codes and hunt groups to calls, and give a reason why they are stepping away from the phone. All of this information is stored in Chronicall's database and can be used to generate detailed reports.

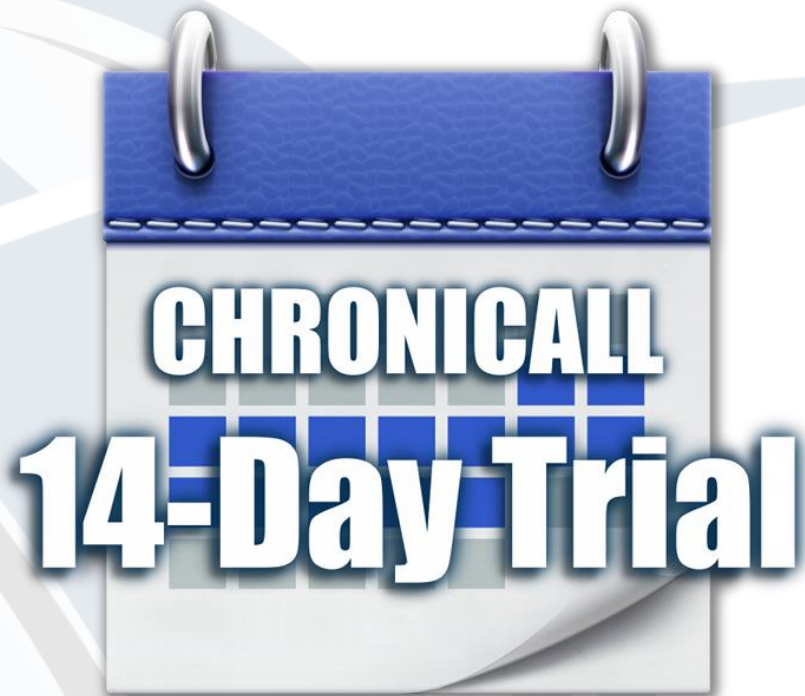
Chronicall Presence is another Dashboards desktop utility that lists the current status of each Realtime agent, along with their agent image, extension, and current call details. Through the Chronicall chat window, agents can even send messages files to each other. Every chat message is stored within Chronicall and can be reviewed or reported on later.

Xima Care



Xima Care

At Xima Software, we strive to provide the best service and support possible. That's why we offer an optional maintenance plan called Xima Care. Each year of Xima Care allows you to upgrade to the latest version of Chronicall and gives you 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 on Monday through Friday from 8:00 am to 5:00 pm MST for instant assistance.



Get more information and a free 14-day trial at
www.ximasoftware.com