

CHRONICALL

The screenshot displays the Chronicall software interface. On the left, a 'Call History' window shows a list of calls with columns for Call Info, Calling Party, Receiving Party, Hunt Group, Start Date, Start Time, End Date, End Time, Duration, and Recorder. The main window shows an 'Agent Outbound Call Report' for the period Oct 07, 2012 - 00:00:00 - Oct 12, 2012 - 23:59:59. The report includes a summary table with columns for Agent, Outbound Calls, Outbound Talking Duration, and Average Calls per Hour. Below the table is a line graph showing 'Outbound Calls' over time, and a pie chart showing 'Outbound Talking Duration' by agent. The XIMA logo is visible in the bottom right corner of the report window.

Cradle to Grave and Standard Reports

Xima Software's Chronicall is a robust call history and reporting suite for Avaya's IP Office. Chronicall offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software. It provides far more detailed and accurate information than the competition 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.

With a thin-client web interface and no licensing restrictions, Chronicall is simple to deploy and scale. A single inexpensive site license allows you to report on all of your agents, groups, trunks, and extensions with absolutely no configuration of your phone system.

Since Chronicall's original release, it has been in rapid and aggressive development. What started out as a simple call event monitoring application has evolved into a feature-rich suite of historical reporting tools. Today, Chronicall is being used across the globe to provide powerful statistics to a wide array of businesses, from small offices to large, distributed contact centers. With enterprise-class features at a small business price, Chronicall is revolutionizing the call reporting industry.

Each installation of Chronicall includes Cradle to Grave and the Standard Reports module.

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		10/8/12	09:21:19		

Cradle to Grave

As soon as Chronicall 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, 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.

The image displays several overlapping screenshots of the XIMA reporting interface. The reports include:

- Inbound Calls by Local Number:** A table showing call counts and durations for various local numbers.
- Agent Call Volume:** A summary report for a specific agent (Diana Taylor) showing total calls, inbound/outbound counts, and durations.
- City of Month:** A detailed report showing call volume broken down by city and month.
- Agent Call Volume (Richard Wood):** Another agent performance report.
- Call Log:** A detailed log of individual calls with columns for logged-in/out, logged-out, and duration.

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.