

XIMA

www.ximasoftware.com



Xima Chronicall

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.

With enterprise-class features at a small business price, Chronicall is revolutionizing the call reporting industry.

Sign up for a free 14-day trial at
www.ximasoftware.com

xima chronicall



cradle to grave

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, 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.

Cradle to Grave is included as part of every Chronicall installation. Chronicall can be expanded with up to four additional software modules that add new functions and options, allowing you to customize the software to meet your needs.

XIMA Chronical - Windows Internet Explorer
 http://192.168.2.103:9080/chronical.html

Chronicall Menu Cradle to Grave x

Oct 08, 2008 - 00:00:00 - Oct 08, 2008 - 23:59:59

Call Info	Calling Party	Receiving Party	Hunt Group	Start Date	Start Time	End Date	End Time	Duration	Recording
Call 278361 - Inbound	9330556019	[1417] MainAA; Eastern; Christi Mercer(279); Ryan ... Eastern	Eastern	10/8/10	08:28:33	10/8/10	08:32:11	0:03:38	
Auto Attendant	9330556019	MainAA		10/8/10	08:28:33	10/8/10	08:28:38	0:00:05	
Ringing	9330556019	Eastern	Eastern	10/8/10	08:28:38	10/8/10	08:28:46	0:00:08	
Talking	9330556019	Christi Mercer(279)	Eastern	10/8/10	08:28:46	10/8/10	08:29:39	0:00:53	
Hold	9330556019	Christi Mercer(279)	Eastern	10/8/10	08:29:39	10/8/10	08:30:00	0:00:21	
Talking	9330556019	Christi Mercer(279)	Eastern	10/8/10	08:30:00	10/8/10	08:30:25	0:00:25	
Transfer Hold	9330556019	Christi Mercer(279)	Eastern	10/8/10	08:30:25	10/8/10	08:30:56	0:00:31	
Transfer	9330556019	Ryan Sutorius (#Ryan Sutorius)		10/8/10	08:30:56	10/8/10	08:32:11	0:01:15	
Voicemail	9330556019	Ryan Sutorius (#Ryan Sutorius)		10/8/10	08:30:56	10/8/10	08:32:11	0:01:15	
Drop						10/8/10	08:32:11		
Call 278368 - Outbound	Barbara Atweeke(251)	16105552984		10/8/10	08:04:47	10/8/10	08:35:05	0:30:18	
Dialing	Barbara Atweeke(251)	16105552984		10/8/10	08:04:47	10/8/10	08:04:56	0:00:09	
Ringing	Barbara Atweeke(251)	16105552984		10/8/10	08:04:56	10/8/10	08:05:03	0:00:07	
Talking	Barbara Atweeke(251)	16105552984		10/8/10	08:05:03	10/8/10	08:35:05	0:30:02	
Drop						10/8/10	08:35:05		
Call 278369 - Outbound	Dwight Polson(236)	14055553035		10/8/10	08:35:00	10/8/10	08:35:56	0:00:56	
Call 278374 - Internal	Edward Blaine(276)	Nic Mixey(219)		10/8/10	08:38:08	10/8/10	08:39:17	0:01:09	
Dialing	Edward Blaine(276)	Nic Mixey(219)		10/8/10	08:38:08	10/8/10	08:38:14	0:00:06	
Talking	Edward Blaine(276)	Nic Mixey(219)		10/8/10	08:38:14	10/8/10	08:39:17	0:01:03	
Drop						10/8/10	08:39:17		
Call 278375 - Outbound	Dwight Polson(236)	011971505559646		10/8/10	08:38:13	10/8/10	08:40:38	0:02:25	
Call 278376 - Inbound	98015550342	[8900] MainAA; Eastern; Christi Mercer(279)	Eastern	10/8/10	08:34:51	10/8/10	08:41:44	0:06:53	
Auto Attendant	98015550342	MainAA		10/8/10	08:34:51	10/8/10	08:34:59	0:00:08	
Ringing	98015550342	Eastern	Eastern	10/8/10	08:34:59	10/8/10	08:35:04	0:00:05	
Talking	98015550342	Christi Mercer(279)	Eastern	10/8/10	08:35:04	10/8/10	08:41:44	0:06:40	
Drop						10/8/10	08:41:44		
Call 278433 - Internal	Ryan Sutorius(229)	Conference		10/8/10	08:55:29	10/8/10	08:59:40	0:04:11	
Call 278430 - Internal	Christi Mercer(279)	Conference		10/8/10	08:55:14	10/8/10	08:59:40	0:04:26	
Call 278435 - Inbound	98285553597	[1417] MainAA; Ryan Sutorius(229); Conference;		10/8/10	08:43:03	10/8/10	08:59:40	0:16:37	
Auto Attendant	98285553597	MainAA		10/8/10	08:43:03	10/8/10	08:43:12	0:00:09	
Ringing	98285553597	Ryan Sutorius(229)		10/8/10	08:43:12	10/8/10	08:43:24	0:00:12	
Talking	98285553597	Ryan Sutorius(229)		10/8/10	08:43:24	10/8/10	08:55:14	0:11:50	
Transfer Hold	98285553597	Ryan Sutorius(229)		10/8/10	08:55:14	10/8/10	08:55:29	0:00:15	
Transfer	98285553597	Conference							
Conference	98285553597	Conference		10/8/10	08:55:29	10/8/10	08:59:40	0:04:11	
Talking	98285553597	Conference		10/8/10	08:55:29	10/8/10	08:59:40	0:04:11	
Drop						10/8/10	08:59:40		
Call 279092 - Inbound	94155558041	[1417] MainAA; Eastern; Christi Mercer(279); Georg... Eastern	Eastern	10/8/10	11:17:06	10/8/10	11:18:05	0:00:59	
Auto Attendant	94155558041	MainAA		10/8/10	11:17:06	10/8/10	11:17:11	0:00:05	
Queue	94155558041	Eastern	Eastern	10/8/10	11:17:11	10/8/10	11:17:17	0:00:06	
Ringing	94155558041	Christi Mercer(279)	Eastern	10/8/10	11:17:17	10/8/10	11:17:27	0:00:10	
Talking	94155558041	Christi Mercer(279)	Eastern	10/8/10	11:17:27	10/8/10	11:17:58	0:00:31	
Park	94155558041	Eastern	Eastern	10/8/10	11:17:58	10/8/10	11:17:58	0:00:00	
Talking	94155558041	George Sybilla(231)		10/8/10	11:17:58	10/8/10	11:18:05	0:00:07	
Drop						10/8/10	11:18:05		
Call 279159 - Internal	George Sybilla(231)	Christi Mercer(279)		10/8/10	12:11:51	10/8/10	12:12:36	0:00:45	
Dialing	George Sybilla(231)	Christi Mercer(279)		10/8/10	12:11:51	10/8/10	12:11:55	0:00:04	
Talking	George Sybilla(231)	Christi Mercer(279)		10/8/10	12:11:55	10/8/10	12:12:36	0:00:41	
Drop						10/8/10	12:12:36		
Call 280052 - Outbound	Lori Hays(227)	12105559061		10/8/10	18:12:04	10/8/10	18:28:40	0:16:36	
Dialing	Lori Hays(227)	12105559061		10/8/10	18:12:04	10/8/10	18:12:12	0:00:08	
Ringing	Lori Hays(227)	12105559061		10/8/10	18:12:12	10/8/10	18:12:21	0:00:09	
Talking	Lori Hays(227)	12105559061		10/8/10	18:12:21	10/8/10	18:24:11	0:11:50	
Hold	Lori Hays(227)	12105559061		10/8/10	18:24:11	10/8/10	18:24:45	0:00:34	
Talking	Lori Hays(227)	12105559061		10/8/10	18:24:45	10/8/10	18:28:40	0:03:55	
Drop						10/8/10	18:28:40		
Call 280102 - Outbound	Nic Mixey(219)	18015556324		10/8/10	18:47:33	10/8/10	18:47:56	0:00:23	
Call 280104 - Inbound	94065559019	[1417] MainAA; Western; Bette Bennett(248)	Western	10/8/10	18:46:20	10/8/10	18:48:32	0:02:12	
Call 280129 - Inbound	98475557911	[1417] MainAA; Jeanie Park(241)		10/8/10	18:38:11	10/8/10	18:53:04	0:14:53	
Call 280131 - Outbound	Nic Mixey(219)	12145552518		10/8/10	18:52:42	10/8/10	18:53:21	0:00:39	
Call 280132 - Outbound	Ryan Sutorius(229)	13305556019		10/8/10	18:51:43	10/8/10	18:54:16	0:02:33	
Call 280134 - Internal	Lori Hays(227)	Ryan Sutorius(229)		10/8/10	18:57:40	10/8/10	19:01:46	0:04:06	
Call 280136 - Outbound	Ryan Sutorius(229)	19285555916		10/8/10	18:54:18	10/8/10	19:01:46	0:07:28	
Call 280139 - Outbound	Ryan Sutorius(229)	18015555414		10/8/10	19:03:13	10/8/10	19:04:00	0:00:47	
Call 280142 - Outbound	Fax3(402)	18015559098		10/8/10	19:05:51	10/8/10	19:08:43	0:02:52	
Call 280146 - Inbound	98325558156	[8900] Gisele Style(221)	Eastern	10/8/10	19:17:06	10/8/10	19:17:43	0:00:37	

XIMA 02:24 / 06:40

Done Internet | Protected Mode: On 100%



standard reports



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 50 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:

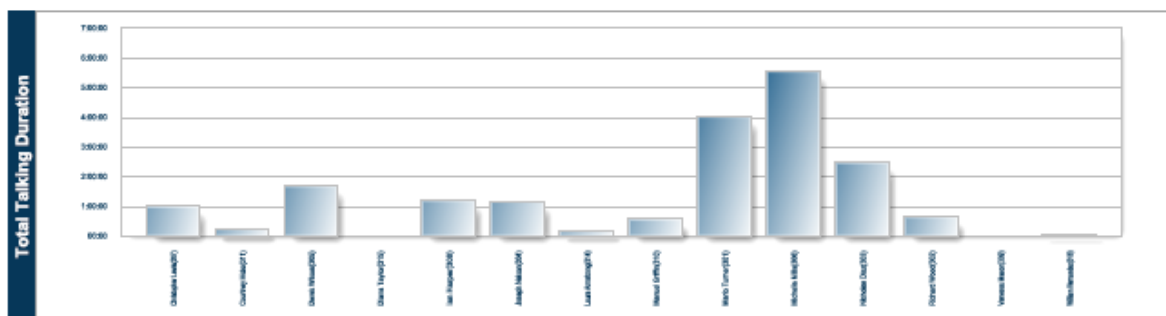
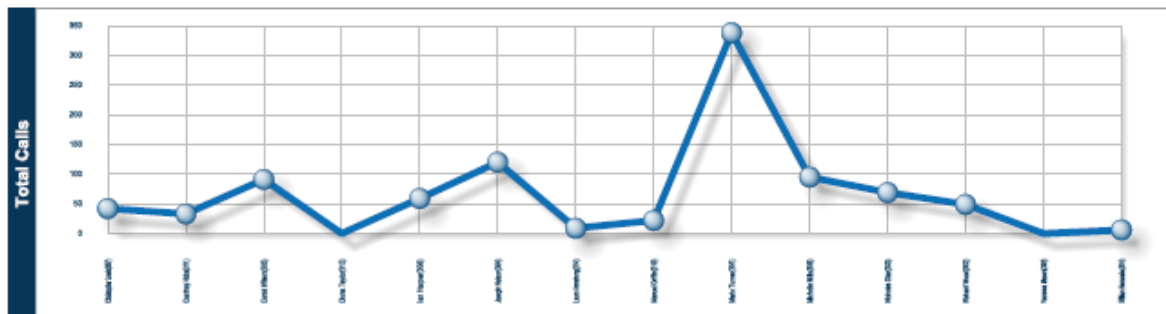
- Adobe Reader (pdf)
- Microsoft Excel (xls/csv)
- OpenOffice.org (odt)
- IE/Firefox/Chrome (html)

Agent Call Summary

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

Total Calls	661	Total Inbound Calls	163
Total Outbound Calls	154	Total Internal Calls	344
Total Answered Calls	162	Total Missed Calls	12
Total Talking Duration	19:02:08	Avg Talking Duration	0:01:49

Agent	Inbound Calls	Outbound Calls	Internal Calls	Total Calls	Answered Calls	Missed Calls	Total Talking Duration	Avg Talking Duration
Christopher Lewis(307)	7	8	27	42	6	1	1:00:32	0:02:25
Courtney Hicks(311)		3	30	33			0:15:47	0:00:33
Derek Wilson(305)	13	28	50	91	7	6	1:42:45	0:02:05
Diana Taylor(315)								
Ian Harper(308)	12	11	36	59	11	1	1:13:15	0:01:47
Joseph Nelson(304)	13	12	95	120	13		1:11:15	0:00:54
Laura Armstrong(314)	6		3	9	6		0:12:13	0:02:02
Manuel Griffin(310)	4	3	15	22	3	1	0:35:16	0:02:56
Mario Tumer(301)	148	35	155	338	148		4:02:40	0:01:03
Michelle Mills(306)	17	34	44	95	15	2	5:34:21	0:05:08
Nicholas Diaz(303)	11	15	43	69	10	1	2:29:35	0:02:55
Richard Wood(302)	4	6	39	49	4		0:39:54	0:01:06
Vanessa Mason(309)								
William Hernandez(316)	2		4	6	2		0:04:35	0:01:31



Agent Outbound Calls

Richard Wood(302)

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

Total Calls	6	Total Call Duration	0:17:16
Total Dialing Duration	0:02:05	Avg Dialing Duration	0:00:20
Total Talking Duration	0:14:41	Avg Talking Duration	0:02:26
Answered Calls	6	Percent Answered	100.0%

Call	External Party	Dialing Duration	Talking Duration	Call Duration	Answered
Call ID: 37537	918005553339	0:00:21	0:01:43	0:02:04	✓
Call ID: 37658	912255554152	0:00:37	0:02:26	0:03:04	✓
Call ID: 37677	918005553339	0:00:19	0:01:37	0:01:56	✓
Call ID: 37747	918885556500	0:00:17	0:06:20	0:06:37	✓
Call ID: 37772	917045554633	0:00:16	0:01:15	0:01:32	✓
Call ID: 37953	93215550313	0:00:15	0:01:20	0:02:03	✓

Agent Outbound Calls

Manuel Griffin(310)

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

Total Calls	3	Total Call Duration	0:30:39
Total Dialing Duration	0:00:35	Avg Dialing Duration	0:00:17
Total Talking Duration	0:28:15	Avg Talking Duration	0:09:25
Answered Calls	3	Percent Answered	100.0%

Call	External Party	Dialing Duration	Talking Duration	Call Duration	Answered
Call ID: 37750	918885554727	0:00:21	0:22:41	0:23:02	✓
Call ID: 37806	94075550011		0:04:16	0:06:00	✓
Call ID: 37808	94075550011	0:00:14	0:01:18	0:01:37	✓

Agent Outbound Calls

Nicholas Diaz(303)

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

Total Calls	15	Total Call Duration	0:46:50
Total Dialing Duration	0:03:56	Avg Dialing Duration	0:00:15
Total Talking Duration	0:41:53	Avg Talking Duration	0:02:50
Answered Calls	14	Percent Answered	93.3%

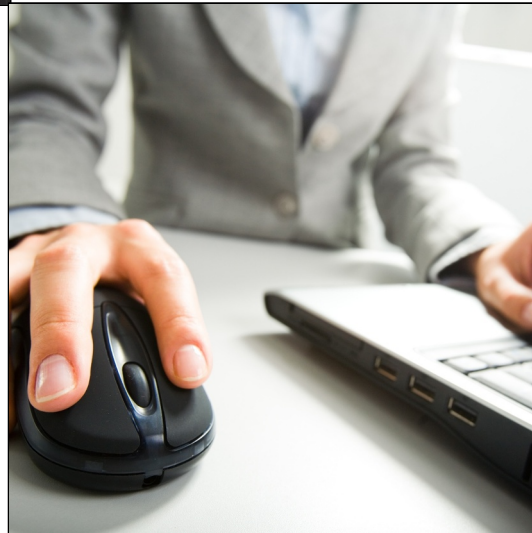
Call	External Party	Dialing Duration	Talking Duration	Call Duration	Answered
Call ID: 37519	94075555855	0:00:11		0:00:19	
Call ID: 37527	94075551553	0:00:10	0:00:26	0:00:38	✓
Call ID: 37534	94075556390	0:00:16	0:21:45	0:22:11	✓
Call ID: 37652	94075551553	0:00:11	0:00:08	0:00:24	✓
Call ID: 37656	94075551000	0:00:13	0:05:47	0:06:05	✓
Call ID: 37676	915615554841	0:00:20	0:00:17	0:00:38	✓
Call ID: 37678	915615554841	0:00:16	0:00:37	0:00:54	✓
Call ID: 37681	915615554814	0:00:24	0:01:52	0:02:17	✓
Call ID: 37706	915615558288	0:00:15	0:04:12	0:04:28	✓
Call ID: 38032	916785551906	0:00:12	0:01:20	0:01:33	✓
Call ID: 38044	94075556390	0:00:20	0:00:31	0:01:12	✓



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 help creating reports. With Xima Care coverage, the Xima support team is only a phone call away.

custom reports



Internal	Nate(203)	Mike(20
Inbound	18015558590	MainAA
Outbound	Mike(204)	187749

recording library



Recording Library

With the Recording Library module, the calls you record with Avaya's Voicemail Pro 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.



Realtime

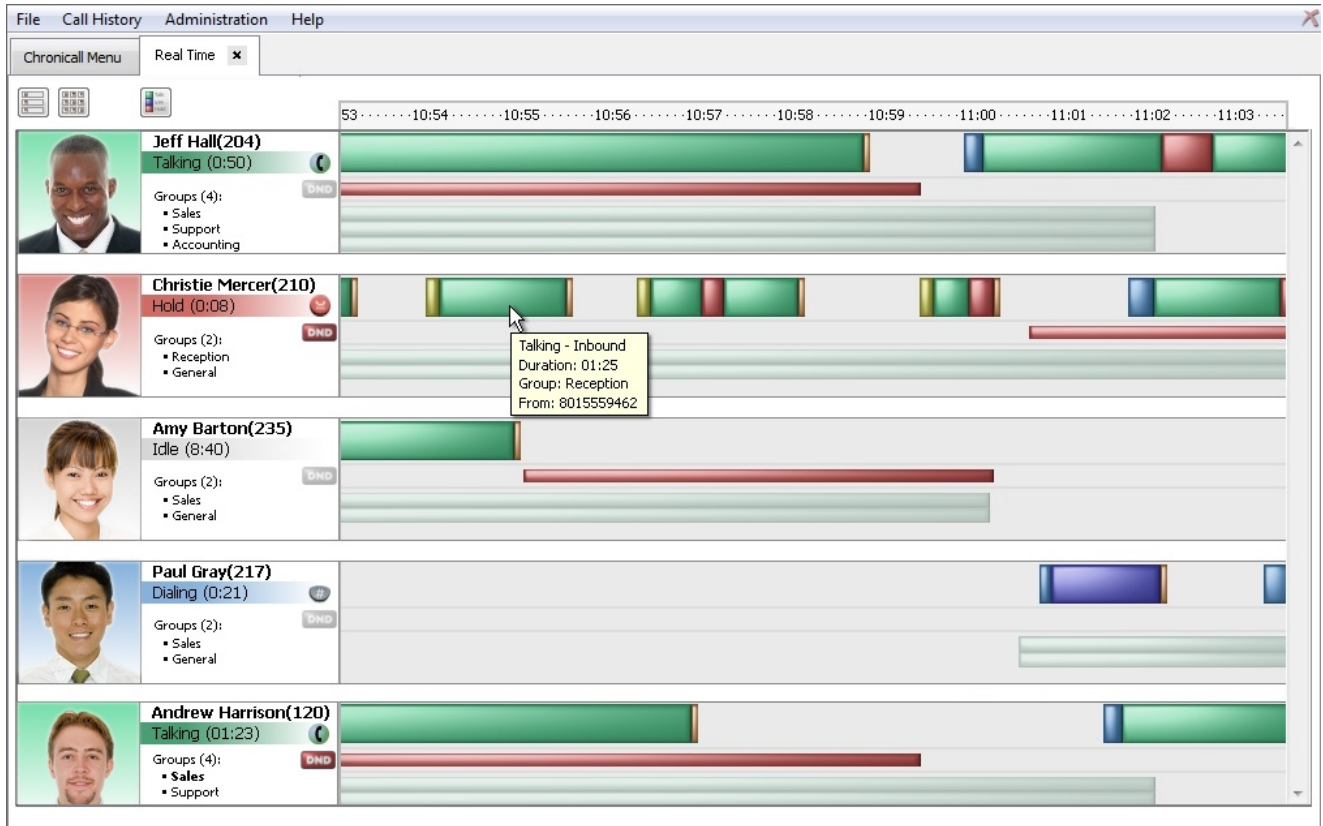
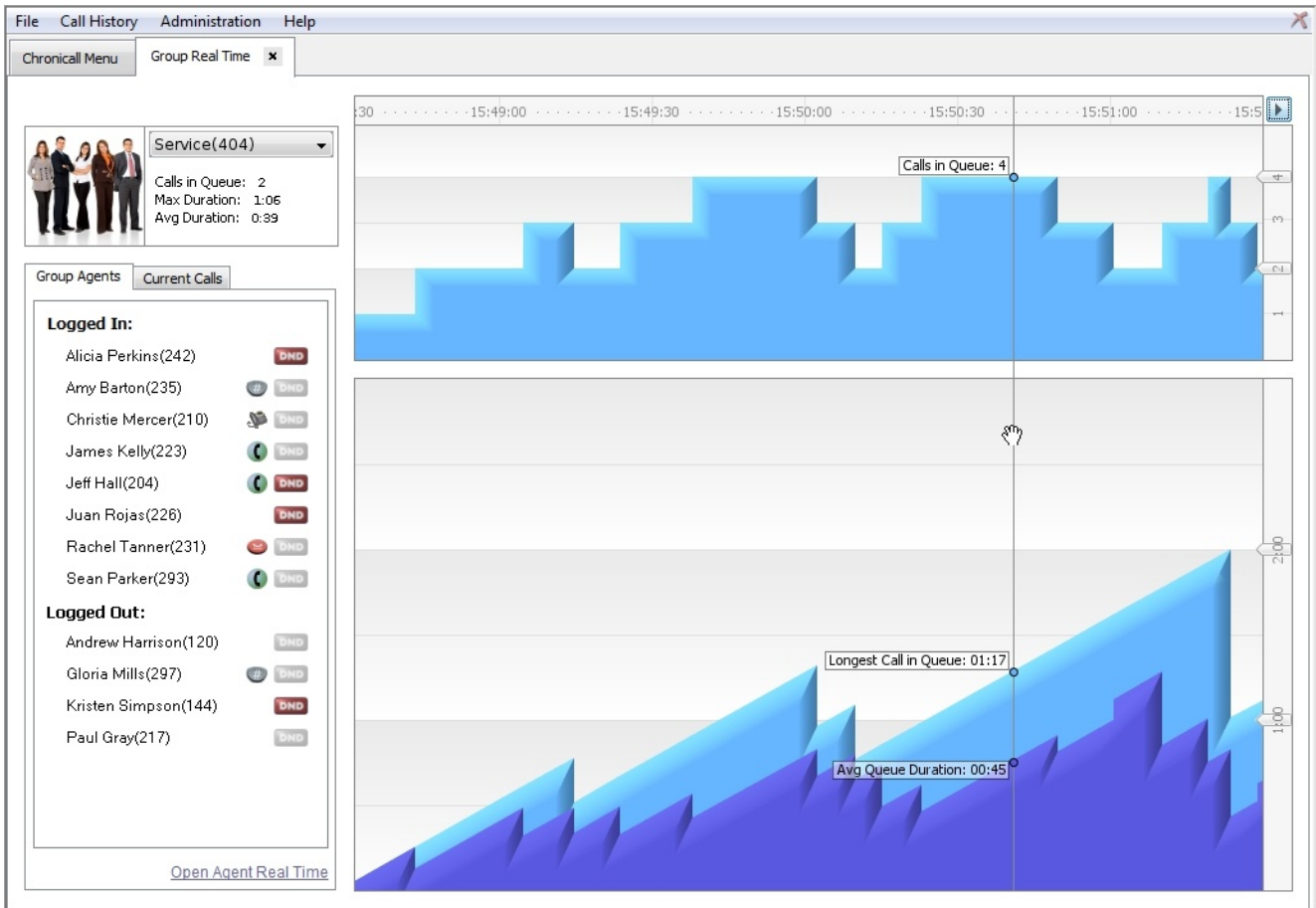
Better manage your business with real-time monitoring. While the Cradle to Grave view and Chronicall's detailed reports allow you to see call data after calls have ended, the Realtime module uses live data about your agents, hunt groups, and queues to provide customizable displays and information at 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.

The Realtime module is sold as a per-agent add-on to Chronicall.

realtime



File Call History Realtime Administration Help

Chronical Menu Realtime Statistics

Jeff Hall(204)
Talking (06:20)

Groups (4):
• Sales
• Support
• Accounting

Missed Calls
27

Avg Queue Time
16 secs

Queued Calls
5

Outbound Calls
25

Christie Mercer(210)
Hold (00:34)

Groups (2):
• Reception
• General

Live Queue Duration
8 secs

Hold Duration (5 min)
53 secs

Total Hold Duration
8:03 mins

Avg Hold Duration
40 secs

Kristen Simpson(144)
Talking (04:33)

Groups (2):
• Sales
• General

AccountingWeb(447)

Calls in Queue: 2
Max Duration: 0:00:31
Avg Duration: 0:00:12

CustomerSvcWeb(448)

Calls in Queue: 2
Max Duration: 0:00:35
Avg Duration: 0:00:35

Main(400)

Calls in Queue: 1
Max Duration: 0:01:01
Avg Duration: 0:00:46

Amy Barton(235)
Dialing (0:03)

Groups (2):
• Sales
• General

Leaderboard

#	Agent	Answered	Avg TTA	Missed
1	Jeff Hall	21	0:00:05	0
2	Juan Rojas	18	0:00:10	2
3	Sean Parker	18	0:00:08	0
4	Paul Gray	15	0:00:35	0
5	Kristen Simpson	12	0:00:09	2
6	Rachel Tanner	8	0:00:11	3
7	Christie Mercer	7	0:00:11	3
8	James Kelly	5	0:00:08	0
9	Amy Barton	5	0:00:16	1
10	Gloria Mills	3	0:00:52	4
11	Andrew Harrison	2	0:01:03	2
12	Alicia Perkins	0	0:00:00	10

Outbound Calls

Inbound Calls

0:01:40
Longest Call in Queue

Remember the company party this Friday at 5:00pm There are 2 calls on hold Longest call in queue 0:01:40 94% Serv

Morning* Afternoon Evening Graveyard

File Call History Administration Help

Chronical Menu Real Time

Talking

Jeff Hall(204)
Talking (06:20)

Groups (4):
• Sales
• Support
• Accounting

Hold

Juan Rojas(226)
Hold (02:14)

Groups (2):
• Support
• General

Idle

Sean Parker(293)
Idle (1:27:01)

Groups (3):
• Service
• Support
• General

Paul Gray(217)
Talking (04:12)

Groups (2):
• Sales
• General

Christie Mercer(210)
Hold (00:34)

Groups (2):
• Reception
• General

Gloria Mills(297)
Idle (40:13)

Groups (2):
• Reception
• General

Kristen Simpson(144)
Talking (04:03)

Groups (2):
• Sales
• General

Rachel Tanner(231)
Hold (00:08)

Groups (3):
• Service
• Support
• General

Amy Barton(235)
Idle (10:28)

Groups (2):
• Sales
• General

Andrew Harrison(120)
Talking (01:23)

Groups (4):
• Sales
• Support
• Accounting

James Kelly(223)
Idle (04:32)

Groups (4):
• Support
• Accounting
• General

Alicia Perkins(242)
Talking (00:43)

Groups (4):