

XIMA

www.ximasoftware.com



Xima Chronicall

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.

With a simple, attractive interface and a flexible licensing model, Chronicall is easy to deploy and scale.



A single inexpensive site license allows you to report on hundreds of users, groups, and trunks with little to no phone system configuration required.

With enterprise-class features and flexibility 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 users, 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 additional software modules that add new functions and features, allowing you to customize the software to meet your needs.

Call Info	Calling Party	Receiving Party	Caller Name	Location	Group	Start Timestamp	End Timestamp	Recording
Call 34616 - Inbound	(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	(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	(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	
Auto Attendant	(801) 555-0081	MainAA				Jun 1, 2014 9:13:33 AM	Jun 1, 2014 9:13:37 AM	
Ringing	(801) 555-0081	Appointments				Jun 1, 2014 9:13:37 AM	Jun 1, 2014 9:13:43 AM	
Talking	(801) 555-0081	Jenna Bailey(1185)				Jun 1, 2014 9:13:43 AM	Jun 1, 2014 9:15:15 AM	
Drop						Jun 1, 2014 9:15:15 AM	Jun 1, 2014 9:15:15 AM	
Call 34620 - Inbound	(801) 555-8020	8644	Russell Mcfarland	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:19:25 AM	Jun 1, 2014 9:21:38 AM	
Call 34621 - Inbound	(801) 555-4320	8644	Thelma Kefley	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:19:17 AM	Jun 1, 2014 9:22:42 AM	
Auto Attendant	(801) 555-4320	MainAA				Jun 1, 2014 9:19:17 AM	Jun 1, 2014 9:19:49 AM	
Ringing	(801) 555-4320	Appointments				Jun 1, 2014 9:19:49 AM	Jun 1, 2014 9:20:12 AM	
Talking	(801) 555-4320	Mario Kelly(1182)				Jun 1, 2014 9:20:12 AM	Jun 1, 2014 9:22:42 AM	
Drop						Jun 1, 2014 9:22:42 AM	Jun 1, 2014 9:22:42 AM	
Call 34624 - Outbound	Spencer Porter(1547)	95558020			Appointments	Jun 1, 2014 9:25:17 AM	Jun 1, 2014 9:27:59 AM	
Call 34625 - Inbound	(801) 555-8193	8644	Dan Osborn	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:28:22 AM	Jun 1, 2014 9:32:02 AM	
Call 34627 - Outbound	Spencer Porter(1547)	95558193				Jun 1, 2014 9:35:16 AM	Jun 1, 2014 9:41:52 AM	
Dialing	Spencer Porter(1547)					Jun 1, 2014 9:35:16 AM	Jun 1, 2014 9:35:28 AM	
Ringing	Spencer Porter(1547)	5558193				Jun 1, 2014 9:35:28 AM	Jun 1, 2014 9:35:33 AM	
Talking	Spencer Porter(1547)	5558193				Jun 1, 2014 9:35:33 AM	Jun 1, 2014 9:41:52 AM	
Drop						Jun 1, 2014 9:41:52 AM	Jun 1, 2014 9:41:52 AM	
Call 34629 - Inbound	(801) 555-1650	8644	Marcia Riggs	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:41:53 AM	Jun 1, 2014 9:43:43 AM	
Call 34630 - Inbound	(801) 555-9513	8644	Helen Hopper	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:43:32 AM	Jun 1, 2014 9:46:11 AM	
Call 34632 - Inbound	(801) 555-4250	8644	Lori Horton	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:48:52 AM	Jun 1, 2014 9:51:09 AM	
Auto Attendant	(801) 555-4250	MainAA				Jun 1, 2014 9:48:52 AM	Jun 1, 2014 9:49:00 AM	
Ringing	(801) 555-4250	Appointments				Jun 1, 2014 9:49:00 AM	Jun 1, 2014 9:49:58 AM	
Park	(801) 555-4250	Appointments				Jun 1, 2014 9:49:58 AM	Jun 1, 2014 9:50:34 AM	
Talking	(801) 555-4250	Mario Kelly(1182)				Jun 1, 2014 9:50:34 AM	Jun 1, 2014 9:51:09 AM	
Drop						Jun 1, 2014 9:51:09 AM	Jun 1, 2014 9:51:09 AM	
Call 34624 - Outbound	Spencer Porter(1547)	95558020			Appointments	Jun 1, 2014 9:25:17 AM	Jun 1, 2014 9:27:59 AM	
Call 34625 - Inbound	(801) 555-8193	8644	Dan Osborn	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:28:22 AM	Jun 1, 2014 9:32:02 AM	
Call 34627 - Outbound	Spencer Porter(1547)	95558193				Jun 1, 2014 9:35:16 AM	Jun 1, 2014 9:41:52 AM	
Dialing	Spencer Porter(1547)					Jun 1, 2014 9:35:16 AM	Jun 1, 2014 9:35:28 AM	
Ringing	Spencer Porter(1547)	5558193				Jun 1, 2014 9:35:28 AM	Jun 1, 2014 9:35:33 AM	
Talking	Spencer Porter(1547)	5558193				Jun 1, 2014 9:35:33 AM	Jun 1, 2014 9:41:52 AM	
Drop						Jun 1, 2014 9:41:52 AM	Jun 1, 2014 9:41:52 AM	
Call 34629 - Inbound	(801) 555-1650	8644	Marcia Riggs	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:41:53 AM	Jun 1, 2014 9:43:43 AM	
Call 34630 - Inbound	(801) 555-9513	8644	Helen Hopper	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:43:32 AM	Jun 1, 2014 9:46:11 AM	
Call 34632 - Inbound	(801) 555-4250	8644	Lori Horton	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:48:52 AM	Jun 1, 2014 9:51:09 AM	
Auto Attendant	(801) 555-4250	MainAA				Jun 1, 2014 9:48:52 AM	Jun 1, 2014 9:49:00 AM	
Ringing	(801) 555-4250	Appointments				Jun 1, 2014 9:49:00 AM	Jun 1, 2014 9:49:58 AM	
Park	(801) 555-4250	Appointments				Jun 1, 2014 9:49:58 AM	Jun 1, 2014 9:50:34 AM	
Talking	(801) 555-4250	Mario Kelly(1182)				Jun 1, 2014 9:50:34 AM	Jun 1, 2014 9:51:09 AM	
Drop						Jun 1, 2014 9:51:09 AM	Jun 1, 2014 9:51:09 AM	
Call 34634 - Inbound	(801) 555-8012	8644	Aaron Mccullough	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:55:14 AM	Jun 1, 2014 9:57:16 AM	



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.

The Standard Reports module gives you access to these powerful reports and the intuitive Report Scheduler, which tells Chronical 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:

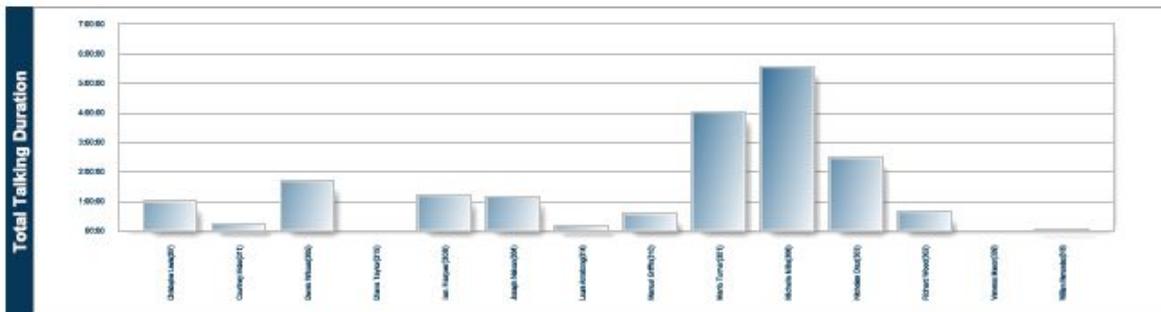
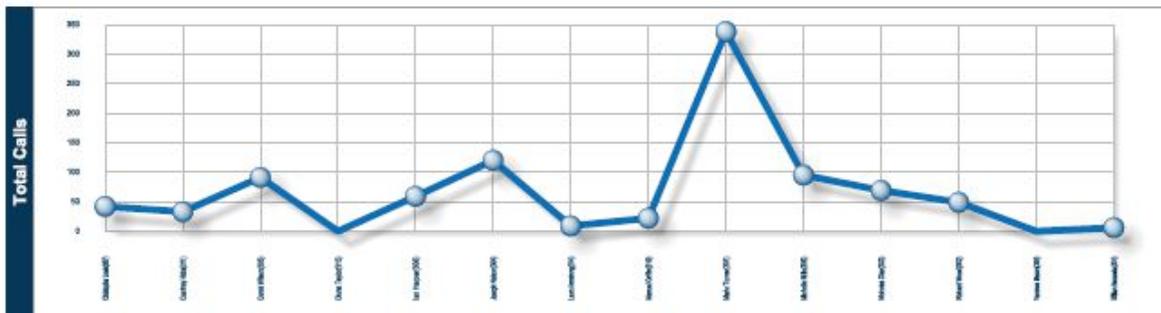
- Adobe Reader (pdf)
- Microsoft Excel (xls/csv)
- OpenOffice.org (odt)
- IE / Firefox / Chrome (html)

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	0:02:59
Answered Calls	14	Percent Answered	93.3%

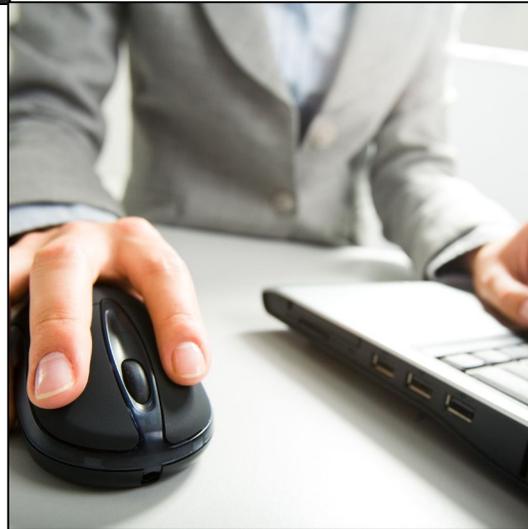
Call	External Party	Dialing Duration	Talking Duration	Call Duration	Answered
Call ID: 37519	94075555855	0:00:11		0:00:19	
Call ID: 37527	94075551553	0:00:10	0:00:26	0:00:38	✓
Call ID: 37534	94075556390	0:00:16	0:21:45	0:22:11	✓
Call ID: 37652	94075551553	0:00:11	0:00:08	0:00:24	✓
Call ID: 37656	94075551000	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.

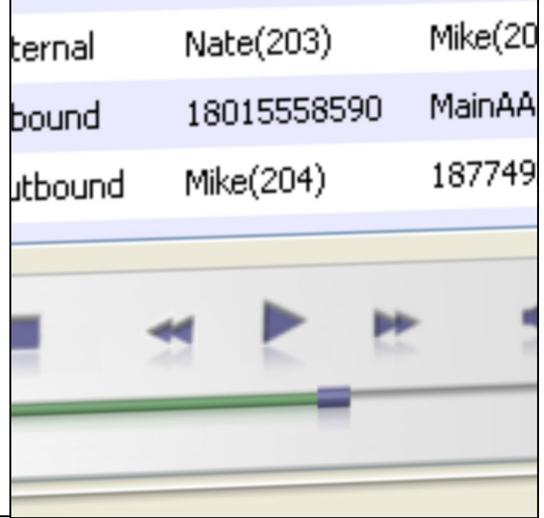
Because you know your business better than we do, we've made it easy to create, edit, and share any report you can imagine. Chronical's custom report creator walks you through the simple step-by-step process of creating useful reports. You choose your rows and columns as well as filters to help you pinpoint 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



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.



Recording Library

With the Recording Library module, your call recordings 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.

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.

recording library



Realtime

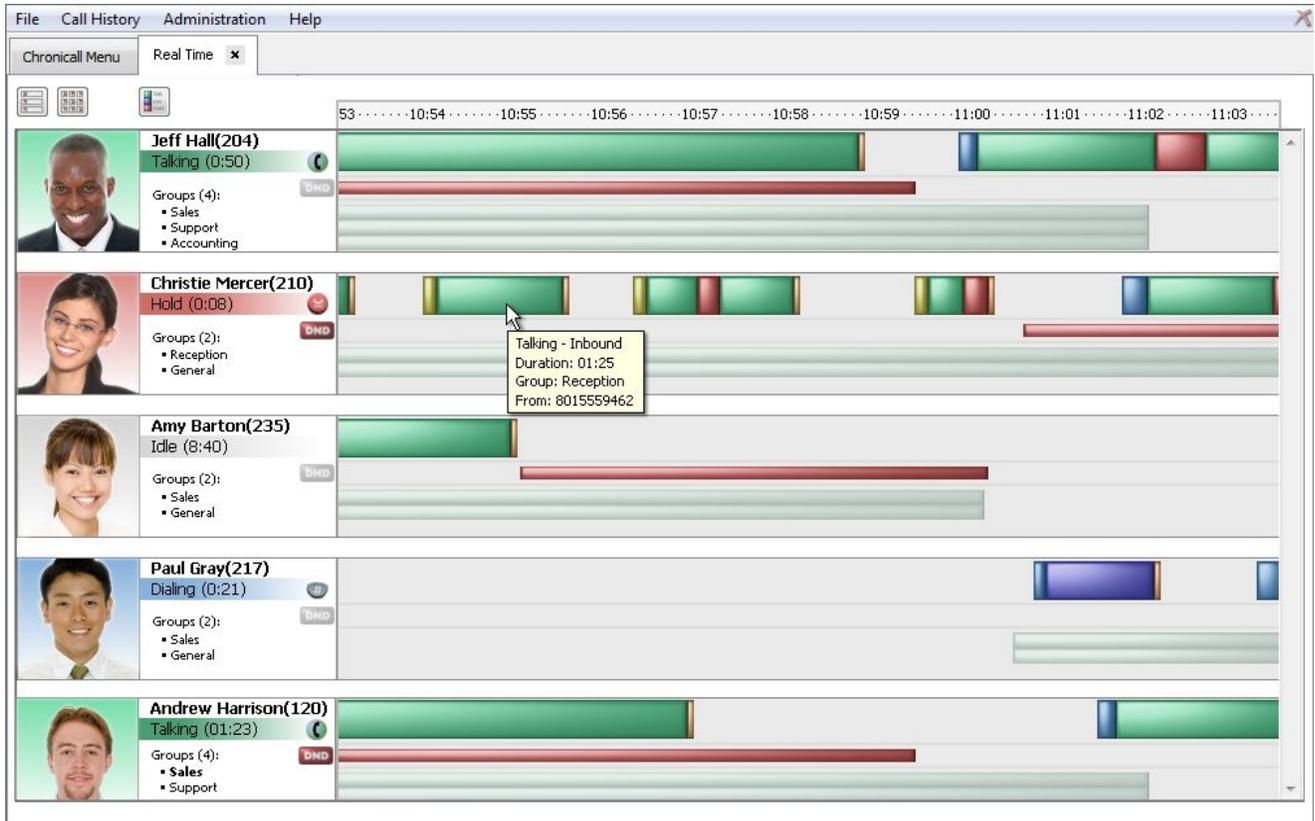
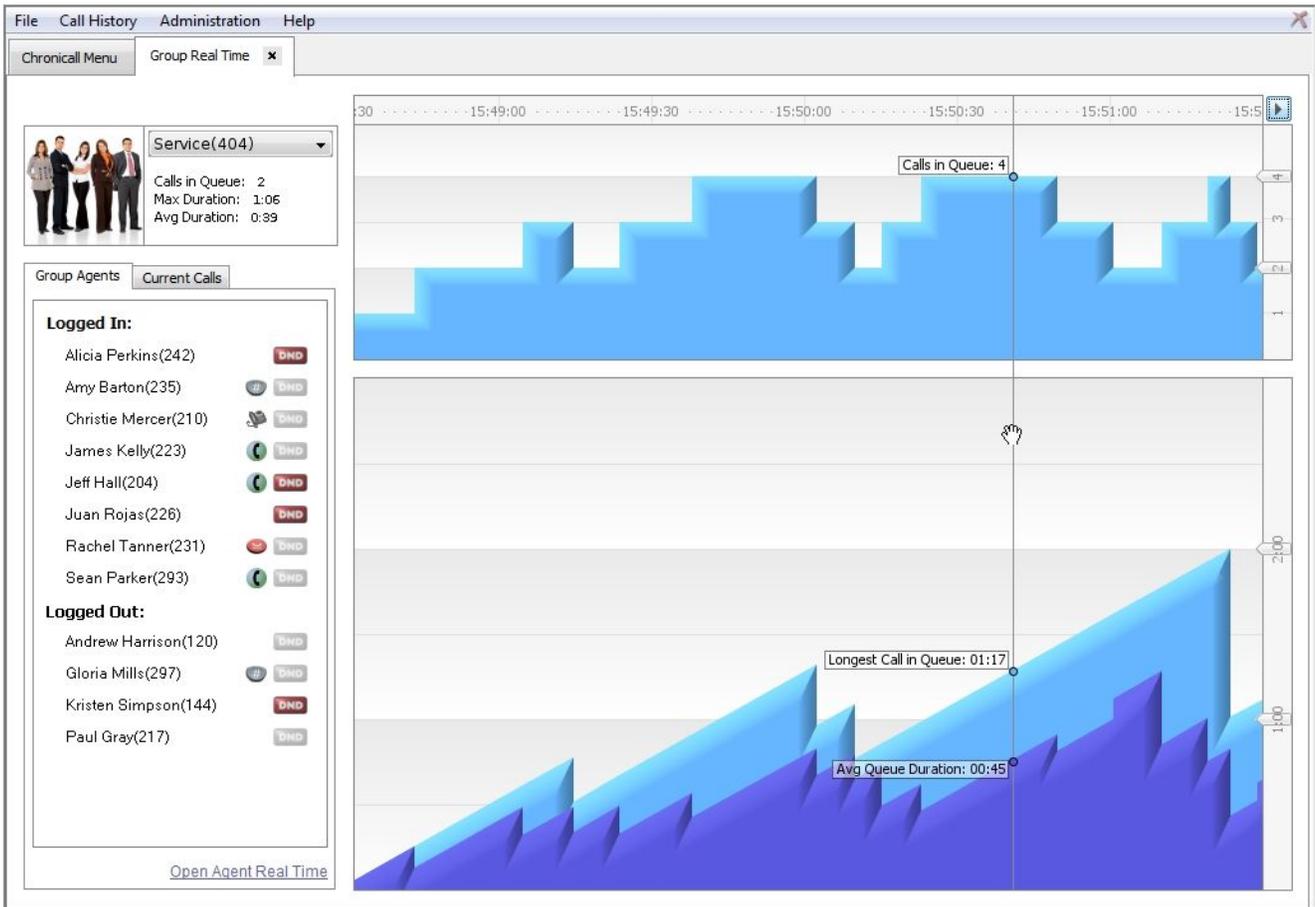
Better manage your business with real-time monitoring. While the Cradle to Grave view and Chronicall's detailed reports allow you to see call data after calls have ended, the Realtime module uses live data about your users, groups, and queues to provide customizable displays and information at a glance. This is true real-time; there is no refresh rate or delay. 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 Canvases.



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 a particular call handling mode. 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

Paul Gray(217)
Talking (04:12)

Groups (2):
• Sales
• General

Kristen Simpson(144)
Talking (04:03)

Groups (2):
• Sales
• General

Andrew Harrison(120)
Talking (01:23)

Groups (4):
• Sales
• Support
• Accounting

Alicia Perkins(242)
Talking (00:43)

Groups (4):

Hold

Juan Rojas(226)
Hold (02:14)

Groups (2):
• Support
• General

Christie Mercer(210)
Hold (00:34)

Groups (2):
• Reception
• General

Rachel Tanner(231)
Hold (00:08)

Groups (3):
• Service
• Support
• General

Idle

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

Groups (3):
• Service
• Support
• General

Gloria Mills(297)
Idle (40:13)

Groups (2):
• Reception
• General

Amy Barton(235)
Idle (10:28)

Groups (2):
• Sales
• General

James Kelly(223)
Idle (04:32)

Groups (4):
• Support
• Accounting
• General



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.

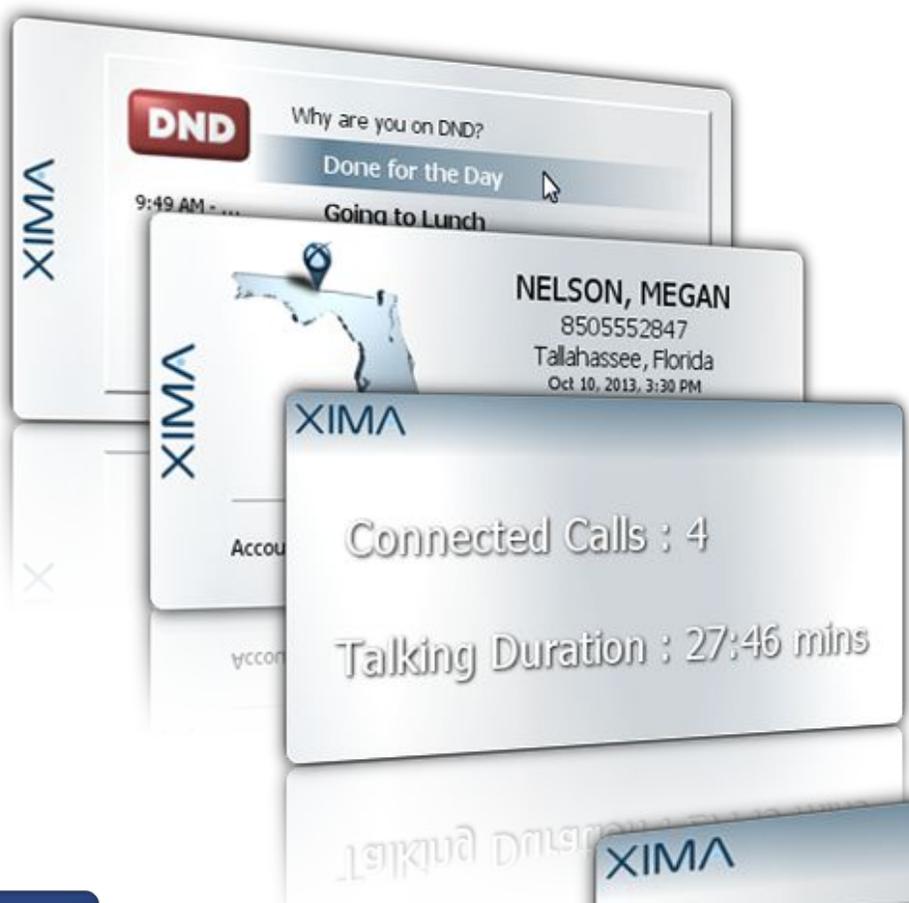
Users can keep track of customized Realtime data with desktop widgets that never get in the way. Pop-up notifications provide information and tagging options for inbound and

outbound calls.

Chronicall Presence offers an easy way to see the status of other Realtime users and send them chat messages and files. And the Dashboards API allows Chronicall to send data to a website or third-party software.

Take some of the work out of teamwork. Turn each user's desktop into a powerful and connected Chronicall workstation with Agent Dashboards.

Agent Dashboards is sold as a per-user add-on to Chronicall. Each Dashboards user requires a Realtime agent seat license.



Call Count
135

Handled Calls

