XIMA

Introducing Xima Chronicall

Xima Software is proud to introduce Chronicall, our new call history and reporting suite for the Avaya IP Office. Chronicall offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software. With a thin-client web interface and no silly 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.

Chronicall provides far more detailed, accurate, and granular reporting 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.

Sign up for a free 14 Day Trial at www.ximasoftware.com

xima chronicall

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cradle to grave

Cradle to Grave

Cradle to Grave View shows you exactly what happens to any call on your system from the moment the call arrives at your phone switch to the instant the call ends. You can manipulate the tabular data by sorting, searching, filtering, and reordering columns. You can also copy data directly from Chronicall into Excel and other programs for further analysis.

True Cradle to Grave reporting means that you have more than just a summary of each call; you have the call's exact chronology for each and every event. With Chronicall Cradle to Grave calls can be expanded to reveal the exact details about each event during the progression of a call. With true Cradle to Grave reporting you can see all of the events including each hold, transfer, conference, queue, park, and drop.

Chronicall promises to revolutionize the SMB industry by providing enterprise class reporting software at a small business price.

Cradle to Grave is included as part of every Chronicall installation.

XIMA Chronicall - Windows Internet Explorer

http://192.168.2.103:9080/chronicall.html

Google

XIMA Chronicall

Page ▾ Tools ▾

Chronicall Menu | Cradle to Grave ✕

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	93305556019	[1417] MainAA; Eastern; Christi Mercer(279); Ryan ...	Eastern	10/8/10	08:28:33	10/8/10	08:32:11	0:03:38	
Auto Attendant	93305556019	MainAA		10/8/10	08:28:33	10/8/10	08:28:38	0:00:05	
Ringing	93305556019	Eastern	Eastern	10/8/10	08:28:38	10/8/10	08:28:46	0:00:08	
Talking	93305556019	Christi Mercer(279)	Eastern	10/8/10	08:28:46	10/8/10	08:29:39	0:00:53	
Hold	93305556019	Christi Mercer(279)	Eastern	10/8/10	08:29:39	10/8/10	08:30:00	0:00:21	
Talking	93305556019	Christi Mercer(279)	Eastern	10/8/10	08:30:00	10/8/10	08:30:25	0:00:25	
Transfer Hold	93305556019	Christi Mercer(279)	Eastern	10/8/10	08:30:25	10/8/10	08:30:56	0:00:31	
Transfer	93305556019	Ryan Sutorius (#Ryan Sutorius)							
Voicemail	93305556019	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)			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)			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								
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	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	Georgie Sybilla(231)	Christi Mercer(279)		10/8/10	12:11:51	10/8/10	12:12:36	0:00:45	
Dialing	Georgie Sybilla(231)			10/8/10	12:11:51	10/8/10	12:11:55	0:00:04	
Talking	Georgie 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] Giselle Style(221)	Eastern	10/8/10	19:17:06	10/8/10	19:17:43	0:00:37	

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02:24 / 06:40

Done | Internet | Protected Mode: On | 100%

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standard reports

Standard Reports

Chronicall has over 80 standard reports, charts, and graphs which show detailed information about calls, events, conferences, agents, groups, queues, and trunks.

The simple and intuitive reporting interface makes it easy to run the perfect report with exactly the results you expect.

The Chronicall Report Scheduler automatically emails, prints or saves your reports every hour, day, or week at the time you specify.

Reports can be viewed or saved in many popular formats:

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

The Standard Reports are included as part of every Chronicall installation.

To see more sample reports visit us online.
www.ximasoftware.com/reports

List of Agent Calls

Mon, 9/22/08 12:00AM - Mon, 9/22/08 11:59PM

Agent : Phillida Omara(206)

Start Time	Call ID	External Party	Call Direction	Call Duration
9/22/08 1:40:21 PM	254370	918005550032	Outbound	0:02:00
9/22/08 1:48:45 PM	254377	918015555500	Outbound	0:01:19
9/22/08 1:50:07 PM	254379	918015554427	Outbound	0:01:32
9/22/08 1:51:52 PM	254383	95557509	Outbound	0:01:50
Count :	4		Sum :	0:06:41

Agent : Roland Earl(401)

Start Time	Call ID	External Party	Call Direction	Call Duration
9/22/08 8:41:01 AM	253579	918015556387	Outbound	0:02:32
9/22/08 9:58:35 AM	253926	916145554747	Outbound	0:01:33
9/22/08 10:54:05 AM	254160	918015556811	Outbound	0:00:40
9/22/08 12:41:06 PM	254273	95205553905	Inbound	0:01:13
Count :	4		Sum :	0:05:58

Agent : Leah Fleming(212)

Start Time	Call ID	External Party	Call Direction	Call Duration
9/22/08 8:51:49 AM	253637	918195550238	Outbound	0:00:49
9/22/08 9:10:21 AM	253808	918195550238	Outbound	0:19:27
9/22/08 9:44:54 AM	253878	918005552502	Outbound	0:01:55
9/22/08 10:12:28 AM	253995	9011441925553430	Outbound	0:01:15
9/22/08 10:29:43 AM	254073	98015556905	Inbound	0:00:51
Count :	5		Sum :	0:24:17

Agent : Christi Mercer(279)

Start Time	Call ID	External Party	Call Direction	Call Duration
9/22/08 8:19:44 AM	253517	97815557287	Inbound	0:10:38
9/22/08 8:41:23 AM	253624	99415556680	Inbound	0:08:41
9/22/08 10:01:38 AM	253939	913215553150	Outbound	0:01:10
9/22/08 10:36:05 AM	254098	98015551095	Inbound	0:00:36
9/22/08 10:39:56 AM	254126	97035555784	Inbound	0:01:56
9/22/08 11:41:28 AM	254224	92025558200	Inbound	0:02:40
9/22/08 12:07:15 PM	254235	98015554893	Inbound	0:01:12
9/22/08 12:47:44 PM	254279	98285554418	Inbound	0:04:27
9/22/08 1:42:49 PM	254372	99725557322	Inbound	0:01:45
9/22/08 1:50:24 PM	254380	97815557287	Inbound	0:01:21
9/22/08 2:14:24 PM	254420	98015550342	Inbound	0:03:26
9/22/08 2:57:31 PM	254626	94085558770	Inbound	0:27:22
9/22/08 6:21:50 PM	255069	916415553399	Outbound	0:29:30
Count :	13		Sum :	1:34:44

Report Totals:

|				
Count :	26		Sum :	2:11:40

Agent Talking Summary

Sun, 9/21/08 12:00 AM - Sat, 9/27/08 11:59 PM

Agent	Count	Talking Duration Sum	Average Talking Duration
Lori Hays(227)	403	6:45:00	0:01:00
Christi Mercer(279)	156	5:54:21	0:02:17
Giselle Style(221)	156	4:24:50	0:01:42
Leah Fleming(212)	116	15:12:45	0:07:52
Bridger Roby(207)	29	0:50:33	0:01:48
Kasandra White(214)	23	7:02:59	0:18:23
Hyacintha Coate(205)	7	0:37:58	0:05:25
Phillida Omara(206)	5	0:35:42	0:07:08
Report Totals	895	41:24:08	0:02:47

Call Count

Talking Duration Sum in Minutes
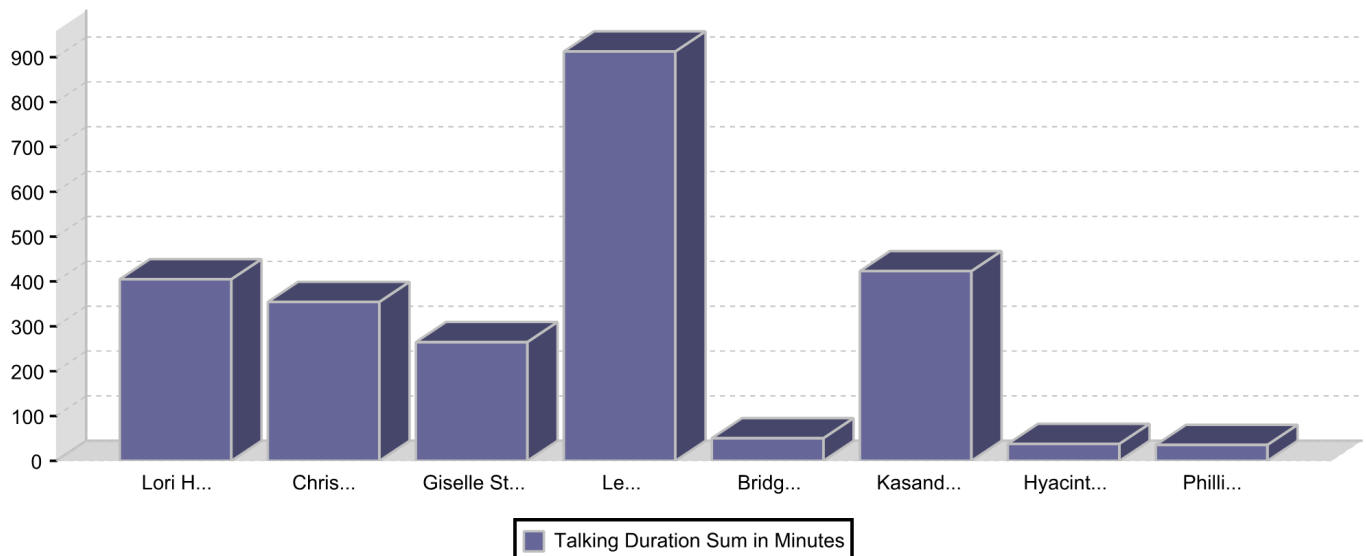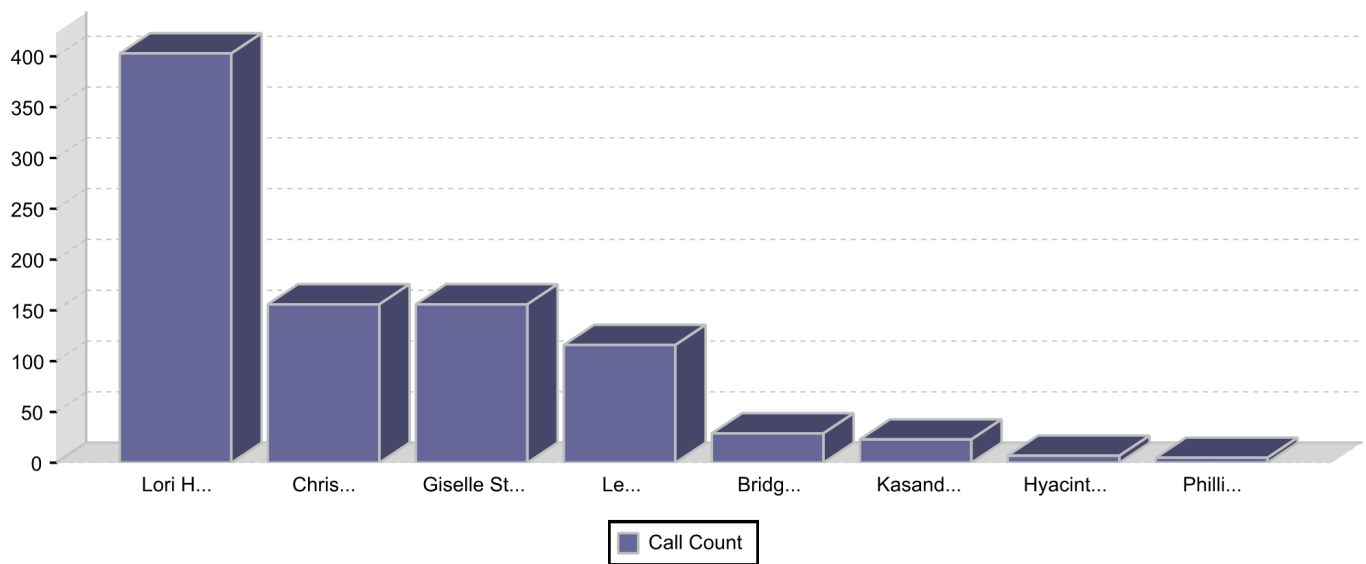
Custom Reports

Chronicall's Custom Report Module is a powerful extension that allows you to create, modify, and share your own customized reports.

Our fully functional report creating interface lets you choose from a list of fields to show and helps you establish filtering, grouping, and sorting criteria for your report.

The Custom Report Module also gives you the power to copy and edit standard reports, as well as import and export reports for easy sharing.

If your company has unique reporting needs our developers can interface directly with your company to tailor a report that meets your needs. Because tailored reports are hand-built by our developers, they can integrate with existing databases to provide incredible levels of customization and power.
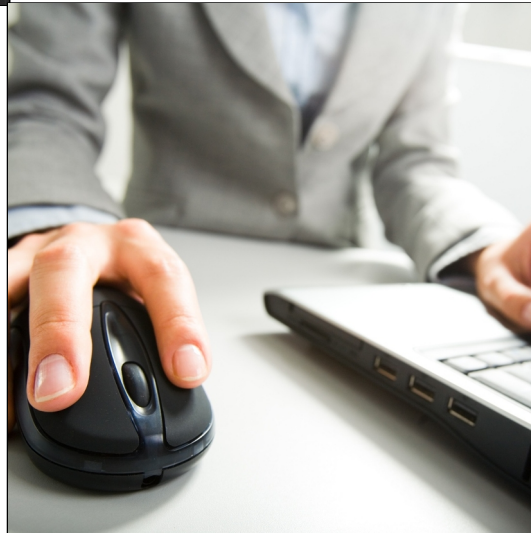
The Custom Reports module is sold as an add-on to Chronicall.

custom reports

XIMA

recording library

ternal	Nate(203)	Mike(20	
bound	18015558590	MainAA	
utbound	Mike(204)	187749	

The Chronicall Recording Library compresses call audio using the specialized Speex codec which is specifically optimized for high quality voice playback. Recordings are compressed down to an average of 100KB per minute.

Recording Library

Finding recorded calls has never been easier than it is with Chronicall. Searching for entire calls using the advanced Cradle to Grave View means you can sort, search, filter, and find calls by virtually any criteria.

Chronicall integrates seamlessly with Voicemail Pro to provide unsurpassed archival and retrieval of calls recorded by the Avaya IP Office.

Chronicall allows users to download recorded calls as wav files, email recordings to one or more recipients, or simply listen to recordings from within the Cradle to Grave View.

The Recording Library module is sold as an add-on to Chronicall.

Visit us online to learn more
www.ximasoftware.com

Realtime

Never before has it been easier to know what's going on in your call center. The Realtime module allows you to instantly see what each of your agents is doing without lifting a finger.

Chronicall makes it possible to quickly compare groups in real-time with dynamically updating charts, gauges, tables, and marquees.

Fully customizable views let you decide exactly what you want to see and how you want to see it. It's easy to make certain statistics stand out with fully customizable fonts, colors, sizes, and shapes.

The revolutionary Agent Timeline shows not only what agents are doing, but at a glance allows you to see what they *have* been doing.

The Group Timeline shows the history and live status of your queues with simple and intuitive graphics that update in real time.

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

XIMA

Jeff Hall(204)
Talking (06:20)
Groups (4):
- Sales
- Support
- Accounting

Christie Mercer(210)
Hold (00:34)
Groups (2):
- **Reception**
- General

Kristen Simpson(144)
Talking (04:03)
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: 0:00:53
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

Missed Calls	Avg Queue Time	Queued Calls	Outbound Calls
27	16 secs	5	25

Live Queue Duration	Hold Duration (5 min)	Total Hold Duration	Avg Hold Duration
8 secs	53 secs	8:03 mins	40 secs

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

01:00 01:30
00:30 02:00
0:01:40
Longest Call in Queue

Outbound Calls

Accounting / Reception / Service / Training / Sales

Inbound Calls

Sales Accounting Support Reception Service

e duration 🕐 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 | +

Talking | Hold | Idle

Jeff Hall(204)
Talking (06:20)
Groups (4):
- Sales
- Support
- Accounting

Juan Rojas(226)
Hold (02:14)
Groups (2):
- **Support**
- General

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):