XIMA

Customizable Wallboards

Agent Productivity Tools

Cradle to Grave Reporting

Call Recording

CHRONICALL

BETTER DATA, BETTER RESULTS

PROVIDING COMPREHENSIVE TELECOM DATA ANALYTICS

Standard Reports Xima's unique Cradle to Grave and 50 Standard Reports provides you all the level of detail you need to effectively manage your business. With dynamic charts and graphs, your reports will come to life. You can schedule your reports to run automatically and be emailed directly to you.

Custom Reports Need the flexibility to create your own reports? Why not do it directly in Chronicall with Xima's powerful Custom Reports module. You can create as many reports as you need including customizable reporting criteria. Try branding the report with your company's colors and logos for a professional and customized appearance. That is the power of Custom Reports.

VRTX Recording Library Recording calls is important and accessing the recordings in an easy-to-use interface is imperative. Chronicall's VRTX Recording Library does that for you seamlessly by associating your recordings to the actual call in the Cradle to Grave web interface. If you would like to evaluate the performance of the employee's call, Xima has you covered with a built-in quality management tool called Evaluations and Scorecards.

Realtime Having visibility into how groups and individuals are performing, in real-time, is critical to increasing performance. With Chronicall's Realtime Agent license, every event is captured and then available for display in a variety of formats including displaying information on customizable wallboards, which truly unleashes the power of Chronicall.

Agent Dashboards Performance gains can be achieved by providing call center agents productivity tools. That is precisely what Agent Dashboards does. By empowering your agents with real-time information to their desktop, call center agents will be more accountable and productive.