



CHRONICALL | Multimedia

Key Features and Benefits

Skills Based Routing: An advanced and more effective way to route calls to agents based on their skill group and skill level. In Chronicall Multimedia, you may create as many skill groups as you desire and place as many agents into the skill groups as you need. Calls can be routed based on; most idle agent, linear, or in a circular call distribution or more importantly, by determining your best skilled agents across all skill groups by using our algorithm: Intelligent Highest Skill First.

Xima Chronicall Skills Based Agent License is loaded with capabilities including:

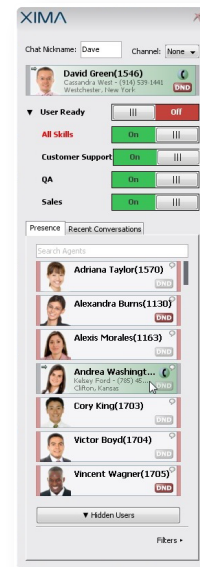
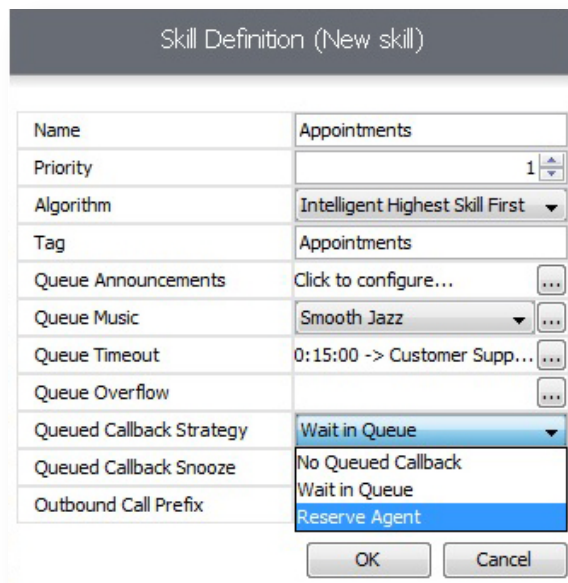
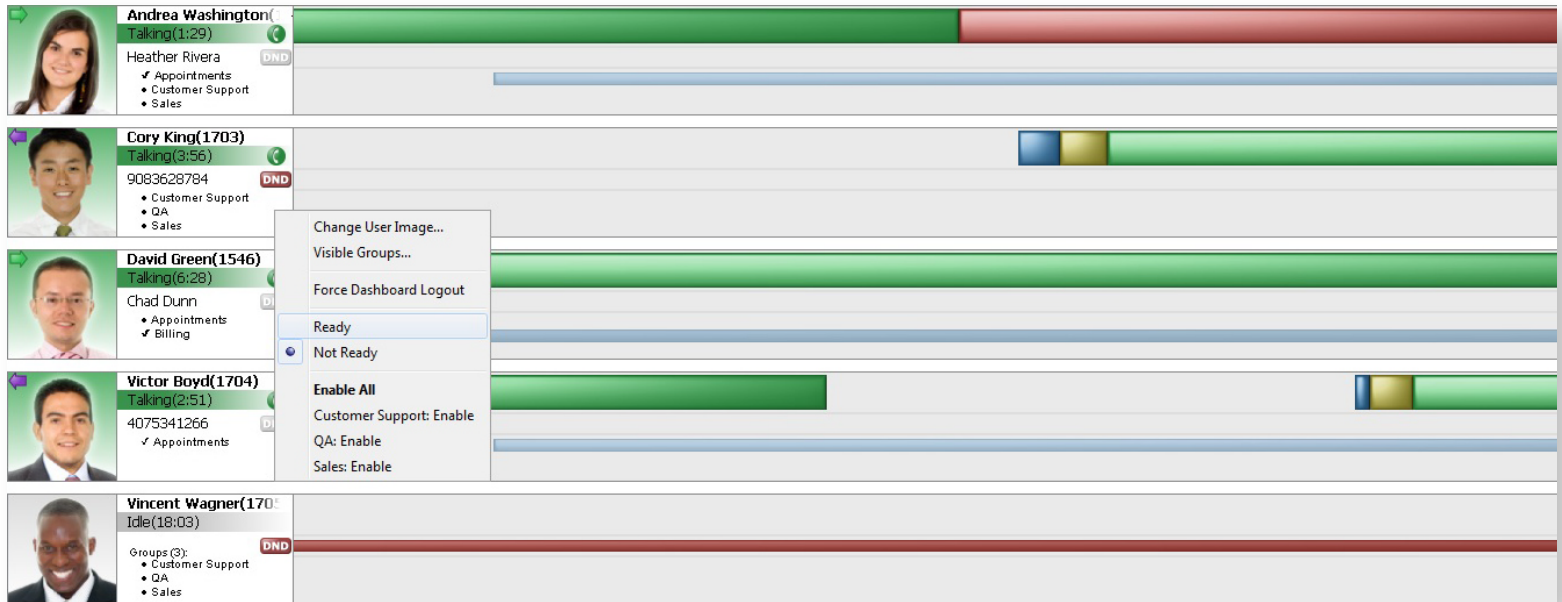
Skill Groups: Create an unlimited amount of skill groups to fit your business needs. Using Xima's Intelligent Highest Skill First routing rule you ensure that your customer gets to the appropriate personnel in a timely manner.

Skill Definition (New skill)	
Name	Appointments
Priority	1
Algorithm	Intelligent Highest Skill First
Tag	Appointments
Queue Announcements	Click to configure...
Queue Music	Smooth Jazz
Queue Timeout	0:15:00 -> Customer Supp...
Queue Overflow	
Queued Callback Strategy	No Queued Callback
Queued Callback Snooze	0 : 00 : 00
Outbound Call Prefix	9
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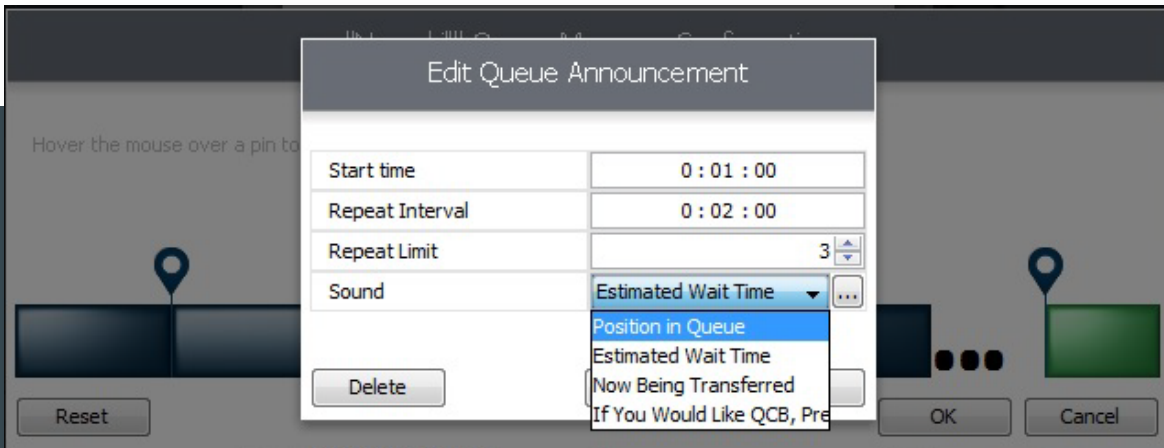
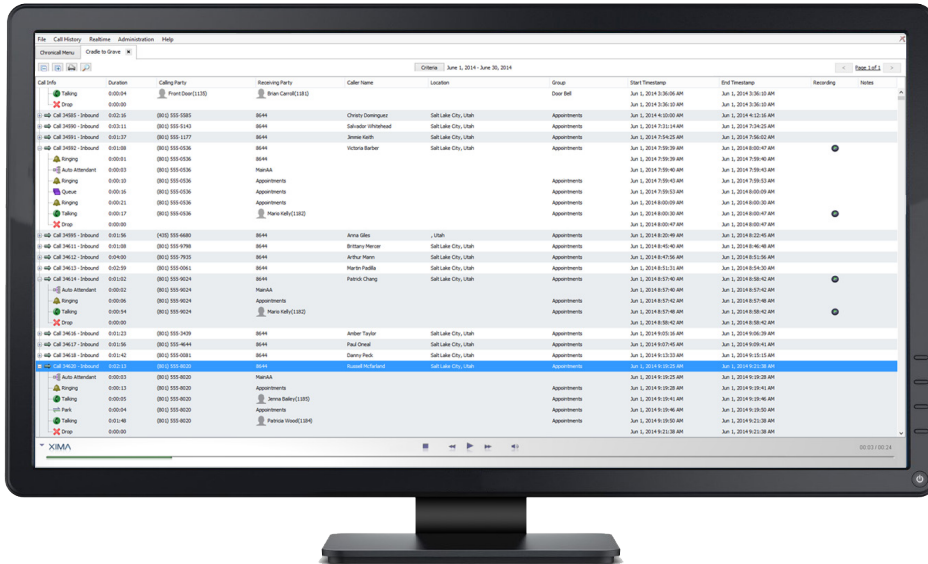
Active State Controls: Provide supervisors with the ability to control agents' state from the convenience of their desktop PC, via Chronical. This will enable call center supervisors to log agents in and out of their skill groups, place an agent into a Not Ready state or manage calls in queue.

Agent Desktop: Agents are empowered through Agent Desktop to log in and out of their respective skill groups, place themselves in a not ready state, or continue their after call work (ACW) time to ensure they finish up their process before moving on to the next call.

Queue Call Back: Customers no longer have to wait in queue. Queue Call Back enables customers to wait in line without having to wait on the phone. When their time is up, the system will call them and connect them with an agent.



Cradle to Grave Interface: Chronicall's unique Cradle to Grave interface allows you to drill down on all this new data. Determine how your agents are doing, when are your peak call times, and if customers are using queue call back and how has that improved their experience.



Queue Music : Record custom messages for your customers while they wait, or you're your preferred music by simply adding the music file to Chronicall's directory. No limit to the number of in queue music options or announcements.

Reporting: Chronicall offers over 50 standard reports so you can easily receive access to the data you need. Scheduled reports can run hourly, daily, weekly or monthly.

The image displays three overlapping screenshots of the XIMA software interface, showing various call volume and agent performance reports.

Top-Left Screenshot: Queued Call Volume Billing

Hour	Call Volume	Assessment
07:00		
07:05		
07:10		
07:15		
07:20		
07:25		
07:30		
07:35		
07:40		
07:45		
07:50		
07:55		
08:00		
08:05		
08:10		
08:15		
08:20		
08:25		
08:30		
08:35		
08:40		
08:45		
08:50		
08:55		
09:00		

Top-Right Screenshot: Queued Call Volume Billing Summary

Total Queued Calls	22	Total Queued Calls Assessed	72
Calls Lost In Queue	19	Calls Lost Outside of Queue	2
Percent Lost In Queue	86.4%	Avg Queued Calls	2.44
Total Time in Queue	0:09:15	Avg Time on Queue Per Call	0:00:25
Max Calls In Queue	1	Avg Group Speed of Answer Per Call	0:01:06
Longest Wait in Queue	0:03:36	Avg Talking Duration Per Call	0:04:16

Bottom-Center Screenshot: Agent Call Summary

Agent	Total Calls	Total Inbound Calls	Total Outbound Calls	Total Answered Calls	Total Missed Calls	Total Talking Duration	Avg Talking Duration
Adrian Lopez(100)	1	1	0	1	0	0:01:19	0:01:19
Alexandra Trujillo(176)	21	43	16	30	21	1:23:10	0:01:39
Alexander Garcia(162)	2	2	0	2	0	1:16:20	0:01:20
Alexandra Burrell(130)	22	202	109	433	22	9:53:01	0:01:43
Alycia Fort(160)	8	29	41	7	1	1:25:38	0:01:18
Alicia Carter(167)	22	27	115	164	22	4:45:01	0:02:00
Amanda Rivera(161)	17	77	135	229	16	2:56:45	0:00:53
Amanda Acosta(151)	6	6	14	1	0	0:10:20	0:01:39
Amy DeLeon(191)	1	1	2	1	0	0:01:26	0:01:26
Amanda Williams(142)	6	51	60	122	6	1:12:26	0:01:15
Andrew Williams(142)	11	35	3	114	11	2:38:08	0:01:50
Angelica Martinez(162)	42	33	41	118	42	3:20:33	0:02:05
Antony Scott(123)	32	71	145	208	48	4:28:27	0:01:18
ATMA(166)	2	2	2	2	0	0:01:08	0:00:54
Billey Paul(194)	40	140	190	40	0	1:42:01	0:00:36
Brianne Cooper(124)	2	12	33	47	1	0:26:02	0:00:41
Bret Sanchez(164)	4	13	72	89	4	0:58:46	0:00:48
Brian Carter(175)	10	10	41	56	0	0:14:41	0:00:19
Brianne Armstrong(154)	11	19	55	85	11	1:13:44	0:01:02
Brianna Williams(115)	10	10	3	3	0	0:20:04	0:00:54
Bryan Freeman(127)	22	44	24	160	71	1:40:38	0:02:18
Camille Rodriguez(146)	19	18	48	52	19	1:17:20	0:01:05
Chelsea Murray(162)	4	17	3	34	4	2:42:38	0:07:45
Chris Price(195)	64	5	7	70	64	0:49:43	0:00:41
Colin(198)	6	2	5	6	0	0:00:00	0:00:00
Corey Collier(181)	1	36	3	40	1	1:28:40	0:02:41
Corey King(170)	12	22	60	84	11	1:35:21	0:01:10
Corey Williams(180)	140	140	140	111	1	0:17:17	0:00:37
Corey(120)	161	161	161	1	0	0:19:47	0:00:37
Corey(120)	13	151	164	13	1	1:58:50	0:00:50
Corey(120)	129	129	128	19	0	0:10:28	0:00:28
Cynthia Moore(113)	19	42	60	128	19	2:23:53	0:01:34
Denise Berry(171)	18	17	12	67	18	1:15:14	0:01:15
Denise Brown(148)	22	17	42	81	17	1:10:11	0:00:56
Edwayer Paul(162)	13	28	29	13	0	0:20:52	0:01:00
Edward Hansen(137)	177	81	30	297	173	4:18:10:52	0:02:39
Elizabeth Morales(134)	3	3	3	3	0	0:01:18	0:00:39
Eric Gomez(145)	4	8	45	17	4	1:07:02	0:01:31
Eric Polanco(193)	46	36	246	348	46	3:46:42	0:01:39
Frank Doo(139)	42	42	42	42	0	0:10:13	0:00:35
Gabriel Gonzalez(162)	36	218	115	372	36	1:45:14	0:01:12

Bottom-Right Screenshot: Queued Call Volume Billing Summary

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What is required on Avaya IP Office?

- Avaya IP Office V1 or V2 or IP Office Server Edition
- Avaya Voicemail Pro
- Avaya Voice Compression Module (VCM)
 - One VCM resource is required for each call while connected to Chronical's Multimedia server
- Avaya IP Office R5.0 or Higher
- Avaya 3rd Party SIP Endpoint License
 - One 3rd Party SIP Endpoing license is required for 5 simultaneous calls in Chronical Multimedia. Ex: if you have 10 calls being handled simultaneously by Chronical Multimedia, then you would need to have 2 Avaya 3rd party SIP Endpoint licenses active in Avaya IP Office for Chronical Multimedia.
- Avaya CTI Link Pro license is required for IP Office version R10 or higher.

Xima Professional Services

Because we are the experts at Chronical Multimedia, please allow our professional services team to do the heavy lifting. On each Chronical Multimedia project, our team of experts will:

- Provide project management, call flow and data analysis
- Install, program and provision Chronical Multimedia
- Conduct all testing and provide a Quality Assurance Test Plan (hand-off)
- Provide all contact center supervisor and end user training
- Remote Help Desk on 'go live' date with a dedicated direct line into Xima Support