

Your Performance is our priority

CHRONICALL STANDARD REPORTS

Chronicall is a robust call history and reporting suite. 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.

Since Chronicall's original release, it has been in rapid and aggressive development. What started out as a simple call event monitoring application has evolved into a feature-rich suite of historical reporting tools. Today, Chronicall is being used across the globe to provide powerful statistics to a wide array of businesses, from small offices to large, distributed contact centers. With enterprise-class features at a small business price, Chronicall is revolutionizing the call reporting industry.

Each installation of Chronicall includes Cradle to Grave and the Standard Reports module. 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.

Call Info	Duration	Calling Party	Receiving Party	Caller Name	Location	Group	Start Timestamp	En
- C Talking	0:00:04	Front Door(1135)	Brian Carroll(1181)			Door Bell	Jun 1, 2014 3:36:06 AM	Ju
Drop	0:00:00	_	_				Jun 1, 2014 3:36:10 AM	Ju
🗉 🖨 Call 34585 - Inbound	0:02:16	(801) 555-5585	8644	Christy Dominguez	Salt Lake City, Utah	Appointments	Jun 1, 2014 4:10:00 AM	Ju
🗉 🖨 Call 34590 - Inbound	0:03:11	(801) 555-5143	8644	Salvador Whitehead	Salt Lake City, Utah	Appointments	Jun 1, 2014 7:31:14 AM	Ju
🗉 🖨 Call 34591 - Inbound	0:01:37	(801) 555-1177	8644	Jimmie Keith	Salt Lake City, Utah	Appointments	Jun 1, 2014 7:54:25 AM	Ju
🖃 🖨 Call 34592 - Inbound	0:01:08	(801) 555-0536	8644	Victoria Barber	Salt Lake City, Utah	Appointments	Jun 1, 2014 7:59:39 AM	Ju
🔔 Ringing	0:00:01	(801) 555-0536	8644				Jun 1, 2014 7:59:39 AM	Ju
	0:00:03	(801) 555-0536	MainAA				Jun 1, 2014 7:59:40 AM	Ju
🔔 Ringing	0:00:10	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 7:59:43 AM	Ju
	0:00:16	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 7:59:53 AM	Ju
🔔 Ringing	0:00:21	(801) 555-0536	Appointments			Appointments	Jun 1, 2014 8:00:09 AM	Ju
(C) Talking	0:00:17	(801) 555-0536	Mario Kelly(1182)			Appointments	Jun 1, 2014 8:00:30 AM	Ju
Drop	0:00:00						Jun 1, 2014 8:00:47 AM	Ju
🗈 🖨 Call 34595 - Inbound	0:01:56	(435) 555-6680	8644	Anna Giles	, Utah	Appointments	Jun 1, 2014 8:20:49 AM	Ju
🗈 🖨 Call 34611 - Inbound	0:01:08	(801) 555-9798	8644	Brittany Mercer	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:45:40 AM	Ju
🗄 🖨 Call 34612 - Inbound	0:04:00	(801) 555-7935	8644	Arthur Mann	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:47:56 AM	Ju
🗈 🖨 Call 34613 - Inbound	0:02:59	(801) 555-0061	8644	Martin Padilla	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:51:31 AM	Ju
🖶 🖨 Call 34614 - Inbound	0:01:02	(801) 555-9024	8644	Patrick Chang	Salt Lake City, Utah	Appointments	Jun 1, 2014 8:57:40 AM	Ju
	0:00:02	(801) 555-9024	MainAA				Jun 1, 2014 8:57:40 AM	Ju
🔔 Ringing	0:00:06	(801) 555-9024	Appointments			Appointments	Jun 1, 2014 8:57:42 AM	Ju
C Talking	0:00:54	(801) 555-9024	Mario Kelly(1182)			Appointments	Jun 1, 2014 8:57:48 AM	Ju
Drop	0:00:00						Jun 1, 2014 8:58:42 AM	Ju
🗈 🖨 Call 34616 - Inbound	0:01:23	(801) 555-3439	8644	Amber Taylor	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:05:16 AM	Ju
E 🖨 Call 34617 - Inbound	0:01:56	(801) 555-4644	8644	Paul Oneal	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:07:45 AM	Ju
🗉 🖨 Call 34618 - Inbound	0:01:42	(801) 555-0081	8644	Danny Peck	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:13:33 AM	Ju
🖬 🖨 Call 34620 - Inbound	0:02:13	(801) 555-8020	8644	Russell Mcfarland	Salt Lake City, Utah	Appointments	Jun 1, 2014 9:19:25 AM	Ju
	0:00:03	(801) 555-8020	MainAA				Jun 1, 2014 9:19:25 AM	Ju
🔔 Ringing	0:00:13	(801) 555-8020	Appointments			Appointments	Jun 1, 2014 9:19:28 AM	Ju
🔇 Talking	0:00:05	(801) 555-8020	👤 Jenna Bailey(1185)			Appointments	Jun 1, 2014 9:19:41 AM	Ju
	0:00:04	(801) 555-8020	Appointments			Appointments	Jun 1, 2014 9:19:46 AM	Ju
- 🔇 Talking	0:01:48	(801) 555-8020	Patricia Wood(1184)			Appointments	Jun 1, 2014 9:19:50 AM	Ju
	0:00:00						Jun 1, 2014 9:21:38 AM	Ju
* XIMA						à		
OIIXIC)						6		

We know that collecting information is only as valuable as your ability to find and analyze it. Our developers have created over 40 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.

Queued Call Volume		ued Calls	72	- 8		-)ueued	Call Volume		Total Queued Calls	22	Total Queued Calls	72
Billing	Answered				Billing					Calls Lost in Queue		Answered Calls Lost Outside of	
Sun, Jan 31, 2016 12:00 AM - Sun, Jan 31, 2016 11:59 PM		-									19 Queue		2
	Per 🚫 XIMA									Percent Lost In Queue	60.0%	Avg Queued Calls	2.44
	Total									Total Time in Queue	0:09:15	Avg Time in Queue Per Call	0:00:25
	Agent Call Summ	ary			т	otal Calls	12,260	Total Inbound Calls	4,882	Max Calls In Queue	1	Avg Group Speed of	0:01:06
	Fri, Jan 1, 2016 12:00 AM -	Fri, Jan 1, 2016 12:00 AM - Sun, Jan 31, 2016 11:50 PM				Total Outbound Calls 5,247 Total Internal Calls 2,131			2 131	Longest Wait in	Answer Per Call	Answer Per Call	
										Queue	0:02:30	Per Call	0:04:16
<u> </u>	-					Inswered Calls	4,839	Total Missed Calls	48				
Avg Grout Avg Groute Avg Gueuee Max Avg Groute Avg Groute Answerec	Answere					tal Talking Duration	342:37:10	Avg Talking Duratio	n 0:01:51 to pead suggest to be a set of the	Total Answerec Calls Answerec Queued Calls Calls Calls Calls Calls Calls	Calls Los Outside of Queue Percent o	In Queue Percent Answered Longest Wait in	Avg Talking Duration
00:00	Agent	P	puno	7		lered	2	Bug	B ig				
01:00 02:00	Agent	Calls	Outbo Calls	Intern Calls	Calls	Answ Calls	Misse Calls	Total Talkir Durat	Durat				
03:00	Aaron Lane(1580)	1		1	2	1		0:00:19	0:00:19				
04:00 05:00	Adriana Taylor(1570) Alexander Davis(1403)	21	43	16	80 30	21		1:22:10	0:01:09				
06:00	Alexander Davis(1403) Alexandra Burns(1130)	22	302	109	433	22		9:53:01	0:01:43				
07:00 08:00 1 0:00:11 0:00:11 1 1	Alexis Morales(1163)	8	29	41	78	7	1	1:25:18	0:01:18	1 1	10	0.0% 0.0% 0:00:11	
09:00 4 0:01:04 0:00:16 1 11	Alicia Ford(1550) Allison Carter(1637)	22	27	115	164	22		4:45:01	0:02:00	11 4	10	0.0% 0.0% 0:00:26	
10:00 7 0:05:24 0:00:48 1 0:01:35 13 11:00 10	Amanda Rivera(1801)	17	77	135	229	16	1	2:56:45	0:00:53	13 3 5 10	6	2.5% 28.6% 0:02:30	0:06:00
12:00 3 0:00:53 0:00:18 1 12	Amber Austin(1151) Amy Decker(201)	1	6	8	14	1		0:10:32 0:01:35	0:01:19 0:01:35	12 2 3		2.9% 0.0% 0:00:27	
13:00 1 0:00:18 0:00:18 1 6	Andrea Washington(1402)	6	51	65	122	6		1:57:26	0:01:15	6 1		0.0% 0.0% 0:00:18	
14:00 1 0:00:01 0:00:01 1 0:00:07 9 15:00 2 0:00:44 0:00:22 1 6	Andrew Williams(1612)	11	95	8	114	11		3:09:08	0:01:50	9 1 6 2		0.0% 100.0% 0:00:01 00.0% 0.0% 0:00:23	0:00:49
16:00 2 0:00:32 0:00:16 1 3	Angelica Harrison(1632) Ashley Scott(1123)	42	33 71	41 145	116 268	42 48	4	3:20:13 4:38:27	0:02:05	3 2	10	0.0% 0.0% 0:00:23	3
17:00 1 0:00:08 0:00:08 1 1 18:00	ATM(1590)	2			2	2		0:01:48	0:00:54	1 1 1	10	0.0% 0.0% 0:00:08	3
19:00	Billing Fax(1598) Brandon Carpenter(1124)	40	140	33	180	40	1	1:42:01 0:28:42	0:00:36				
20:00	Brett Sanchez(1804)	4	13	72	89	4			0:00:46				
21:00 22:00	Brian Carroll(1181)	11	15	41	56			0:14:41 1:13:44	0:00:16				
23:00	Brianna Armstrong(1554) Brittney Matthews(1153)	11	19	55 2	85	11		0:00:04	0:00:04				
	Bryan Freeman(1627)	72	64	24	160	71	1	5:40:58	0:02:18				
Overved Cell Melvine	Cassandra Kennedy(1164) Chelsea Murphy(1625)	19	18 17	46	83 24	19		1:17:33 2:42:38	0:01:05 0:07:45		_	Total Owned Colle	
	Total Cody Price(1195)	64	5	7	76	64		0:49:43	0:00:41	Total Queued Calls		Total Queued Calls Answered	9
Door Bell	Cody(206)	6		2	8		6			Calls Lost in Queue		Calls Lost Outside of	
un, Jan 24, 2016 12:00 AM - un, Jan 31, 2016 11:59 PM	Corey Collins(1561) Per Cory King(1703)	1	36	3	40	1		1:28:40	0:02:41	Percent Lost In		Queue	
	Courtney Adams(1155)	12	22	60	94	11	1		0:01:15	Queue		Avg Queued Calls	
	Total Credit 1(1203) Credit 2(1204)		140 161		140 161			0:17:17 0:19:47	0:00:07 0:00:07	Total Time in Queue		Avg Time in Queue Per Call	
	Credit 4(1588)	13	151		164	13		1:59:58	0:00:50	Max Calls In Queue		Avg Group Speed of	
	Credit 5(1205)	19	126 42	60	126	19		0:16:58 2:33:53	0:00:08 0:01:24			Answer Per Call	
	Danielle Berry(1571)	18	17	32	67	18		3:15:14	0:03:15	Longest Wait in Queue		Avg Talking Duration Per Call	
	David Green(1546)	22	17	42	81 39	17	5	1:01:11 0:29:53	0:00:56				
2/3/16 1:54:44 PM Page	2 Eduardo Fax(1592) 2 Edward Harris(1137)	13	26	39	39	13	4	0:29:53 10:03:52	0:01:00 0:02:09	Page 2			
rage	Elizabeth Marshall(1136)			3	3			0:00:18	0:00:09			0	
	Eric Gomez(1546) Erik Peterson(1803)	4	8	45	57	4		1:07:03	0:01:31			0	XIMA
	Erika Owens(1643)	46	36	266	348	46		5:40:42	0:01:09				
	Front Door(1135) Gabriel Gonzalez(1802)	36	218	42 118	42 372	35	1	0:03:13 6:16:14	0:00:05				
		30	210			30		0.10.14	0.01.12				
	2/3/16 1:49:13 PM				Page 1								

Chronicall Desktop, a set of downloadable tools that are available for free with every installation of Chronicall, includes a chat function that allows agents to send messages and files to each other. Integrating this chat function with the agent's data on the phone system keeps your team running as smoothly as possible so they can focus on what's really important.



Being logged into Chronicall Desktop enables Chronicall to notify certain users with a pop-up window whenever an emergency number is dialed by any user. This allows managers and others to be quickly notified of a potential emergency.

Want to be notified via the Chronicall Desktop or email/SMS text if someone is calling an emergency number like 911 or 999? Chronicall (3.6) and higher will enable this feature from the basic license (X0001).





LIST OF STANDARD REPORTS

ACCOUNT CODE

- Account Code Summary
- Calls by Account Code

AGENT

- Agent Calls
- Agent Call Summary
- Agent Call Summary
- Agent Inbound Calls
- Agent Inbound Summary
- Agent Outbound Calls
- Agent Outbound Summary
- Agent Realtime Feature Trace*
- Agent Summary by Group
- Agent Talking Summary
- Agent Time Card*
- Agent Transfer Summary
- Agent Voicemail Summary
- Event Sequence Calls by Agent
- Excessive {Event Type} by Agent
- Group Summary by Agent*
- Agent Reason Code Report**
- Agent Reason Code Trace**
- Reason Code Report**
- Agent Performance Summary*
- Agent Reason Code by Time**

CALL DIRECTION

- Call Direction Summary
- Calls by Call Direction

CALL COSTING

- Agent Call Cost
- Agent Call Cost Summary
- Roles Call Cost
- Roles Call Cost Summary

CALLER ID

- Calls by Caller ID
- Inbound Caller ID Summary

EXTERNAL NUMBER

- Calls by External Party
- External Number Summary

GROUP

- Agent Summary by Group*
- Excessive {Event Type} by Group
- Group Abandoned Calls
- Group Event Summary
- Group Presented Calls
- Group Summary
- Group Summary by Agent
- Queued Calls by Group
- Queued Call Volume
- Queue Summary by Group

LIST OF CALLS

- 911 Calls
- Abandoned Calls
- Agent Calls
- Agent Inbound Calls
- Agent Outbound Calls
- Call Details
- Calls by Account Code
- Calls by Call Direction
- Calls by Caller ID
- Calls by External Party
- Conference Calls
- Event Sequence Call List
- Event Sequence Calls by Agent
- Excessive {Event Type} by Agent
- Excessive {Event Type} by Group
- Group Abandoned Calls
- Group Presented Calls
- Inbound Calls by Local Number
- Queued Calls by Group

* requires Realtime agent seat

LOCAL NUMBER

- Inbound Calls by Local Number
- Local Number Inbound Summary

SCORECARDS

- Agent Scorecard Summary ***
- Group Scorecard Summary ***
- Scored by Agent ***
- Scores by Group ***

TAG

Tag Summary

TIME INTERVAL

- Agent Call Volume
- Inbound Call Performance
- Inbound Call Summary
- Lost Call Summary
- Outbound Call Summary
- Time of Day Reason Code**
- Inbound Call Service Level

TRUNK

- Trunk Usage by Time
- Trunk Usage Summary

NO TAG

- Basic System Totals
- Cradle to Grave

** requires Agent Dashboard seat *** requires VRTX Recording Library

Dataquest Your Performance is our priority