



Your Performance
is our priority

XIMA

CHRONICALL

STANDARD REPORTS

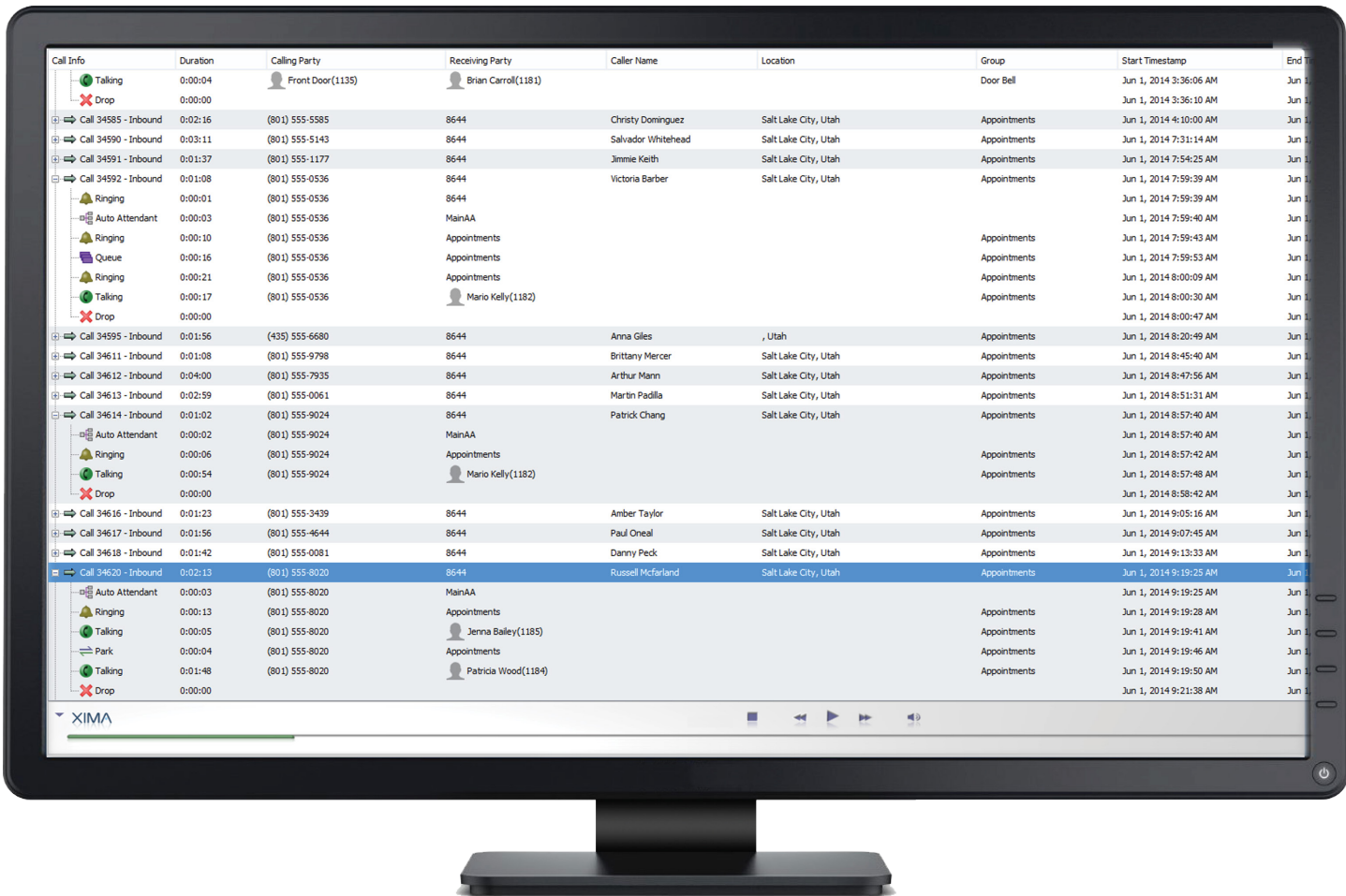
Chronicall is a robust call history and reporting suite. Chronicall offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software. It provides far more detailed and accurate information than the competition by connecting directly to your 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.



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.

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Queued Call Volume

Billing

Sun, Jan 24, 2016 10:30 AM -
Sun, Jan 31, 2016 11:50 PM

Total Queued Calls	22	Total Queued Calls Answered	72
Calls Lost In Queue	19	Calls Lost Outside of Queue	2
Percent Lost In Queue	60.0%	Avg Queued Calls	2.44
Total Time In Queue	0:09:15	Avg Time In 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	0:02:30	Avg Talking Duration Per Call	0:04:16

Agent Call Summary

Fri, Jan 1, 2016 12:00 AM -
Sun, Jan 31, 2016 11:50 PM

Hour of Day	Queued Calls	Time In Queue	Avg Time In Queue	Max Calls In Queue	Longest Wait in Queue	Avg Group Speed of Answer	Total Answered Calls
00:00							
01:00							
02:00							
03:00							
04:00							
05:00							
06:00							
07:00							
08:00	1	0:00:11	0:00:11	1			1
09:00	4	0:01:04	0:00:16	1			11
10:00	7	0:05:24	0:00:48	1	0:01:35		13
11:00							10
12:00	3	0:00:53	0:00:18	1			12
13:00	1	0:02:18	0:00:16	1			6
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
16:00	2	0:00:32	0:00:16	1			3
17:00	1	0:00:08	0:00:08	1			2
18:00							
19:00							
20:00							
21:00							
22:00							
23:00							

Queued Call Volume

Door Bell

Sun, Jan 24, 2016 12:00 AM -
Sun, Jan 31, 2016 11:50 PM

Total	
Calls	
Per	
Total	
Max	
Lon	

2/3/16 1:54:44 PM

Page 2

Queued Call Volume

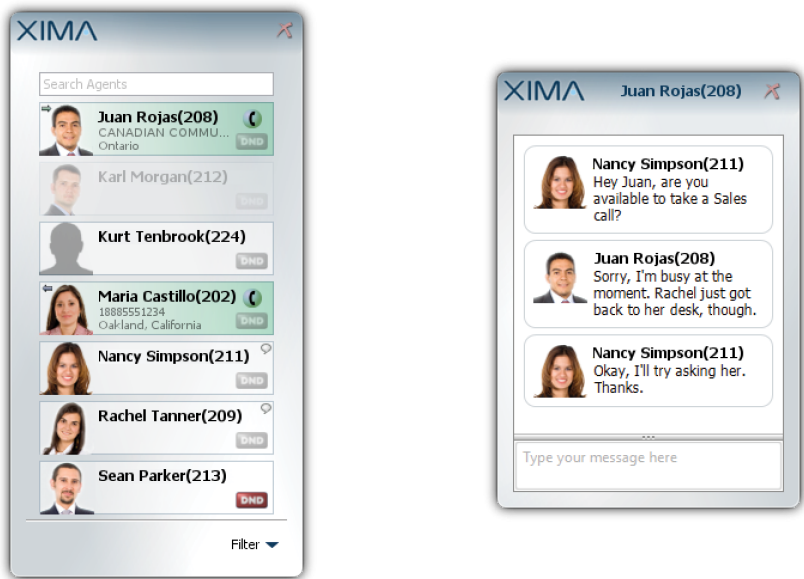
Billing

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Longest Wait in Queue	0:02:30	Avg Talking Duration Per Call	0:04:16

Total Calls	12,260	Total Inbound Calls	4,882
Total Outbound Calls	5,247	Total Internal Calls	2,131
Total Answered Calls	4,839	Total Missed Calls	48
Total Talking Duration	342:37:10	Avg Talking Duration	0:01:51

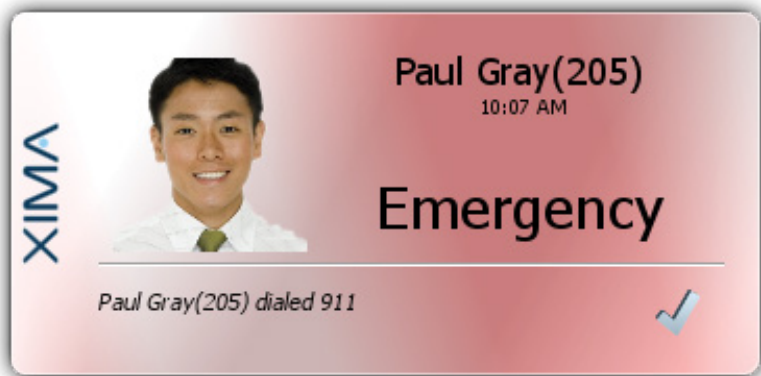
Agent	Inbound Calls	Outbound Calls	Internal Calls	Total Calls	Answered Calls	Missed Calls	Total Talking Duration	Avg Talking Duration
Aaron Lane(1580)	1	1	2	1	0:00:19		0:00:19	
Adriana Taylor(1670)	21	43	16	80	21		1:22:10	0:01:09
Alexander Davis(1403)	2	28	30				1:16:33	0:03:20
Alexandra Burns(1130)	22	302	109	433	22		9:53:01	0:01:43
Alexis Morales(1163)	8	29	41	78	7	1	1:25:18	0:01:18
Alicia Ford(1650)	22	27	115	164	22		4:45:01	0:02:00
Allison Carter(1637)								
Amanda Rivera(1801)	17	77	135	229	16	1	2:56:45	0:00:53
Amber Austin(1151)		6	8	14			0:10:32	0:01:19
Amy Decker(201)	1	1	2	1			0:01:35	0:01:35
Andrea Washington(1402)	6	51	65	122	6		1:57:26	0:01:15
Andrew Williams(1612)	11	35	8	114	11		3:09:08	0:02:46
Angelica Harrison(1632)	42	33	41	116	42		3:20:13	0:02:05
Ashley Scott(1123)	52	71	145	268	48	4	4:38:27	0:01:18
ATM(1590								

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

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