# Chronicall Call History and Reporting from Xima Software

Today's customers want tailored service that is faster and more accurate than ever before, and will no longer tolerate long wait times and uninformed agents. To help meet these expectations, businesses need tools that can track, in real time, the calls made into the contact center.

With Chronicall, from Avaya DevConnect partner Xima Software, businesses can easily track and monitor calls in the contact center while also utilizing past call history to personalize a caller's experience. Its thin-client user interface is platform independent and will run on any Java-compliant web browser. Simple and easy to deploy, Chronicall requires only a single site license and no phone system configuration.

Chronicall, an Avaya SMEC Premiere Partner Solution, connects directly to Avaya IP Office via the Monitor interface to capture each event on every call in real time. Avaya IP Office is an intelligent communications solution specially designed to meet the communications challenges facing small and midsize businesses. IP Office delivers the communications capabilities big businesses are used to with the simplicity and ease of use small businesses require. Recording the audio portion of each call is accomplished through the Chronicall Recording Library module, which compresses and archives recorded conversations captured by Avaya IP Office Voice Mail Pro.

The direct connection with the Avaya IP Office system allows Chronicall to record every event on all calls into the contact center. From the moment a call arrives in the system to the instant it ends, Chronicall logs each action, such as hold, transfer, conference and park, for later dissemination and analysis. In addition to the standard reports available, Chronicall also allows contact center managers to create custom reports to help analyze the data and automatically distribute the reports throughout the business. And with the Realtime module, managers and supervisors can see the state of every agent in the center in real time, showing how resources are allocated at any given time and allowing for reallocation before issues arise.
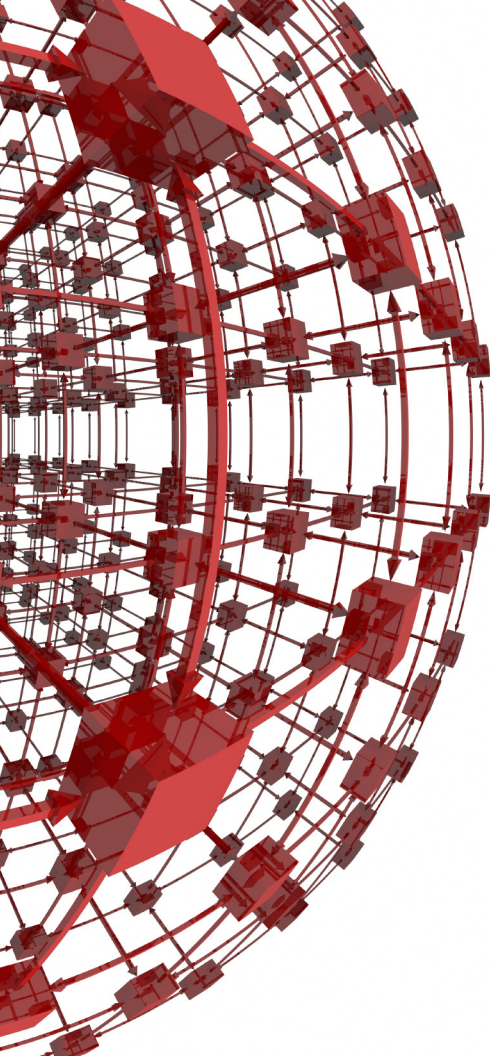
Modular Design

Chronicall is a modular-based software application that allows businesses the flexibility to customize their software package by selecting only the modules they need. In addition to the Cradle-to-Grave and Standard Reports modules that come standard with Chronicall, optional modules include Call Recording, Custom Reporting and Realtime Reporting.

- **Cradle-to-Grave:** Records the exact chronology of each call into, out of and within the contact center. Call summaries can be expanded to show the details of every event during the call, including each hold, transfer, queue, conference, park or drop. Managers can sort, search, filter and reorder columns in the reports, or export the data into Microsoft Excel or other programs.

- **Standard Reports:** The simple, intuitive reporting interface has more than 80 standard reports, charts and graphs that show details about calls, events, conferences, agents, groups, queues and trunks. In addition, using the report scheduler, managers can automatically generate and print reports on a regular basis, and have them distributed throughout the organization on a specified schedule.

- **Call Recording:** Find and listen to recorded calls stored in the Avaya IP Office Voice Mail Pro archive. Chronicall Recording Library compresses the call audio using the specialized Speex codec optimized for high quality voice play back.

- **Custom Reports:** Create, modify and share customized reports that contain only data relevant to the company. Users can specify the fields to include, and control the order, group, graphs and layout for the final report.

- **Realtime Reporting:** Run comprehensive reports on the state of every agent in the contact center, displaying real-time information as a scrolling marquee, stylable text, bar chart, pie chart, leaderboard or gauge. Businesses can change the view by including different backgrounds, images and company logos to create a custom branded software package.

Features and Benefits

- **Unlimited historical reporting.** A log of each event on every call makes reporting on an unlimited number of users, groups, conferences and trunks possible.

- **Detail and accuracy.** The direct connection to a business' phone system provides true cradle-to-grave reporting, which includes the entire chronology of every call.

- **Easy installation.** Simple software set-up generally takes less than five minutes and does not involve any prerequisites.

- **Single interface.** All call reporting activities are available through a single tabbed interface, allowing users to quickly switch between tasks without opening a separate application.

- **Open architecture.** Third-party developers can access the database, and create complementary reports and utilities from the data collected.

- **Free updates.** Software patches, fixes and enhancements are available at no cost to help ensure users have the latest version of the software.

System Requirements

- Microsoft Operating System:
  - » Windows XP
  - » Windows Vista - 32 or 64 bit
  - » Windows 7 - 32 or 64 bit
  - » Windows Server 2003
  - » Windows Server 2008

- Java Runtime Environment: Java 1.6

- Memory: 1 GB RAM

- CPU: Multi-core 1.6 GHz

- Internet connection

- .NET Framework: .NET 2.0 or later required for Chronicall Recording Library

- Dedicated hardware recommended for environments with more than 30 call center agents

Learn More

To learn more about Avaya solutions and DevConnect partner Xima Software, contact your Avaya Account Manager or Avaya Authorized Partner.

Or, visit us online at **avaya.com**.

About Xima Software

Established in 2007, Xima Software's flagship product is the Chronicall solution. Xima designed and developed Chronicall to meet the need for an inexpensive, accurate and easy-to-use call reporting solution for Avaya IP Office. Since Chronicall's original release, Xima has been in rapid and aggressive development. Starting as a simple call event monitoring application, Chronicall has evolved into a feature-rich suite of historical and real-time reporting tools. Chronicall is now used across the globe to provide powerful statistics to a wide array of businesses ranging from small offices to large distributed contact centers.

Xima Software is headquartered in Salt Lake City, Utah.

For more information, visit **www.ximasoftware.com**.

About Avaya SMEC PPS

The Avaya Small and Medium Enterprise Communications (SMEC) Premiere Partner Solutions (PPS) Program brings best-in-class developer partners with innovative solutions for Avaya IP Office into a more collaborative alliance with Avaya SMEC. This collaborative relationship helps enhance the Avaya IP Office platform by allowing better innovation of third-party solutions.

All DevConnect partners in the SMEC PPS Program offer compliance-tested products that enhance customer productivity. Partners are selected based on how well their solutions solve customer communications problems when packaged with the Avaya IP Office platform.

About DevConnect

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit **www.avaya.com/devconnect.**

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com.**