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Xima Software

Xima Software was formed in 2007 to meet the growing need for inexpensive, accurate, and easy-to-use call reporting and recording software. Their flagship solution, Chronicall, offers a constantly growing set of revolutionary features designed to overcome the limitations of traditional call history and reporting software. Xima Software's main office is located in Salt Lake City, Utah, USA.

Offers

Chronicall

- **Compliant with:** Avaya IP Office

- **Offer Solution Category:** Reporting & Analytics

- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality

Beginning as a simple call event monitoring application, Chronicall has evolved into an all-purpose call history, call recording, and real-time reporting software suite. It connects directly to the phone system, logging everything that happens on each call, from the moment it starts to the second it ends.

With a simple, attractive interface and a flexible licensing model, Chronicall is easy to deploy and scale. A single inexpensive site license allows organizations to report on hundreds of users, groups, and trunks.

Chronicall's comprehensive custom report creator and fully customizable real-time views help organizations make informed business decisions and improve customer service.

Businesses, from small offices to large, distributed contact centers, across the globe are using Chronicall to gather statistics, helping revolutionize the call reporting industry.

Member presence in North America, EMEA, and CALA.

For more information, visit
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Chronicall Recording Library

- **Compliant with:** Avaya IP Office

- **Offer Solution Category:** Call Recording & Quality Monitoring

- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality

With the Recording Library module, Chronicall can be set to record users' inbound and outbound calls automatically, then catalog those recordings and make them ready to listen to from within Cradle to Grave. With a simple setup process and hassle-free operation, finding call recordings has never been so simple.

Chronicall intelligently matches each recording with the appropriate call and places a small icon next to that call's data within Cradle to Grave. Clicking on a recording icon opens an embedded audio player, allowing users to instantly listen to the call.

Sharing recordings with others is as simple as typing an email address. Send files to multiple recipients directly from the Recording Library module. With a few easy clicks, backup copies can be downloaded to save and play later.

Chronicall Realtime

- **Compliant with:** Avaya IP Office

- **Offer Solution Category:** Digital Signage & Real-time Reporting

- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality

The Chronicall Realtime module uses live data about users, groups, and queues to provide customizable displays and information at a glance. As soon as a call comes in or a user's status changes, Chronicall incorporates the new data into the Agent Timeline, Group Timeline, and Realtime Canvas applications.

- Agent Timeline reveals each user's current activities and status in a simple timeline format.

- Group Timeline displays accurate queue statistics for each group with a set of continuously updating graphs representing the number of queued calls, the longest wait time, and the average wait time side by side.

- Realtime Canvas can turn any screen into a wallboard, turning a blank white screen into a customized information portal.

With Realtime, contact center managers can also run reports on a user's status information over a period of time. Because these reports plug directly into the familiar Chronicall interface, managers can begin using them immediately.

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