



# FamilyMeans Answers the Community's Needs with the Help of Xima Chronicall



FamilyMeans is a multi-service non-profit organization serving individuals and families throughout Western Wisconsin and Minnesota. It provides financial and bankruptcy counseling and education, mental health services, collaborative divorce mediation, caregiver support, youth enrichment programs and an employee assistance program.

## Challenge

After acquiring a credit counseling agency in 2000, FamilyMeans began to grow rapidly, moving into a new, larger facility and upgrading its phone system to an Avaya IP Office solution. FamilyMeans found that as the number of client calls increased, its need for intelligent call reporting grew. Although the hunt groups, queuing and auto attendant capabilities supplied by the IP Office system helped improve its customer service, FamilyMeans was still struggling to identify call data,

recognize call patterns and determine peak call times. Each week, Kelly Hansen, FamilyMeans Operations Manager, spent hours massaging call data and manually calculating values in an attempt to better manage the agency's call volume. Anecdotal reports from agents weren't enough to justify staffing changes, and the lack of real data about automated attendant transfers made it difficult to manage call quality. FamilyMeans needed a robust, accurate and easy-to-use call



reporting solution to resolve these issues and help analyze call flow, customer services and departmental call volumes.

## Solution

After installing the IP Office solution, Avaya partner Digital Planet remained in contact with FamilyMeans and noticed the difficult and time consuming process the agency was experiencing while attempting to extract meaningful call data from the system. Digital Planet researched compatible call reporting solutions and discovered that Xima Chronicall, from Avaya DevConnect Technology Partner Xima Software, would provide just what FamilyMeans needed.

Immediately after learning of the Chronicall solution, Hansen downloaded and installed the free 14-day trial version from Xima's website. Hansen used Chronicall thoroughly during the trial period. She ran reports

on hunt groups and call queues, used the Cradle to Grave interface to view call history, and worked with Xima support staff to help configure the reports and verify data accuracy. By the end of the trial period, Hansen was convinced Chronicall was the right solution. FamilyMeans purchased Chronicall from Digital Planet, automatically converting its trial license to a full license.

*"It's so simple to use," said Hansen about the Chronicall solution. "The engineers have thought of everything, and if they haven't and you need something adjusted or added, the technical support team is readily available and willing to help or make changes."*

## Results

Chronicall augments the power and flexibility of IP Office for FamilyMeans by providing a detailed and insightful view into how it uses Avaya

technology. The organization uses Chronicall daily to analyze calls, hunt groups and queue statistics.

FamilyMeans has reduced staffing costs and increased customer satisfaction using the data in Chronicall hunt group reports to schedule staff based on need and call volume. *"Chronicall has helped us identify what days and times are our heaviest call volumes,"* explained Hansen. *"We are now able to appropriately schedule our part-time staff, which is better for the customer and financially better for the agency."*

In addition, Chronicall's cradle to grave reporting helped FamilyMeans save a significant donation that might otherwise have been lost. After accidentally deleting an important voice mail message, the agency's president contacted Hansen. *"Using cradle to grave, I provided her with the caller's number,"* said Hansen. *"The caller turned out to be a major donor to the agency! "*



## Learn More

To learn more about Avaya solutions and DevConnect Technology Partner Xima Software, contact your Avaya Account Manager or Avaya authorized Partner. Or, visit us online at [www.devconnectmarketplace.com](http://www.devconnectmarketplace.com).

## About FamilyMeans

FamilyMeans is a multi-service non-profit family service agency that provides mental health counseling, credit and debt counseling, volunteer and respite services, and programs for youth to individuals in Minnesota and Western Wisconsin. FamilyMeans has been providing stability to those in need since 1963 and serves nearly 24,000 people each year.

Headquartered in Stillwater, Minnesota, FamilyMeans has branch offices throughout the Twin Cities metro area, Southeastern Minnesota and Western Wisconsin.

For more information, visit [www.familymeans.org](http://www.familymeans.org).

## 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](http://www.ximasoftware.com).



## The FamilyMeans solution includes:

**Avaya IP Office**, 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.

**Xima Chronicall**, a feature-rich suite of historical and real-time reporting tools, helps businesses track and monitor calls into the contact center while also utilizing past call history to personalize a caller's experience.

## 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](http://www.avaya.com/devconnect).

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).