



# Xima Chronicall Cradle to Grave and Call History Reporting

True and Accurate Call Reporting for the Avaya IP Office

## OVERVIEW

Every business, from the largest call center all the way down to the smallest office, relies on data to gauge progress, make decisions, and organize change. Accuracy and detail are paramount, as the direction of your company depends on the validity and availability of corporate data. Chronicall, by Xima Software, provides unsurpassed accuracy and functionality in call history and reporting for the small to mid-size business. Chronicall connects directly to your Avaya IP Office and records and categorizes each event for every call. The Chronicall user interface is platform independent and runs in every standard web browser.

Call Info	Calling Party	Receiving Party	Hunt Group	Start Date	Start Time	End Date	End Time	Duration
Call 276303 - OutbNlc Mivey(219)	13475556238			10/7/08	09:01:07	10/7/08	09:21:20	0:20:13
Call 276348 - Inbo98305554401	[1417]MainAA; Southern; Christi Merc...	Southern		10/7/08	09:34:24	10/7/08	09:39:46	0:05:22
Auto Attendan98305554401	MainAA			10/7/08	09:34:24	10/7/08	09:34:31	0:00:07
Ringing	98305554401	Southern	Southern	10/7/08	09:34:31	10/7/08	09:34:33	0:00:02
Talking	98305554401	Christi Mercer(279)	Southern	10/7/08	09:34:33	10/7/08	09:37:27	0:02:54
Hold	98305554401	Christi Mercer(279)	Southern	10/7/08	09:37:27	10/7/08	09:39:03	0:01:36
Talking	98305554401	Christi Mercer(279)	Southern	10/7/08	09:39:03	10/7/08	09:39:46	0:00:43
Drop				10/7/08	09:39:46	10/7/08	09:39:46	0:00:00
Call 276355 - Inbo93365551186	[1417]MainAA; Eastern; Giselle Style(2...	Eastern		10/7/08	09:28:32	10/7/08	09:40:53	0:12:21
Auto Attendan93365551186	MainAA			10/7/08	09:28:32	10/7/08	09:28:54	0:00:22
Ringing	93365551186	Eastern	Eastern	10/7/08	09:28:54	10/7/08	09:29:06	0:00:12
Talking	93365551186	Giselle Style(221)	Eastern	10/7/08	09:29:06	10/7/08	09:29:20	0:00:14
Transfer Hold	93365551186	Giselle Style(221)	Eastern	10/7/08	09:29:20	10/7/08	09:29:28	0:00:08
Transfer	93365551186	Christi Mercer(279)		10/7/08	09:29:28	10/7/08	09:29:29	0:00:01
Talking	93365551186	Christi Mercer(279)		10/7/08	09:29:29	10/7/08	09:29:31	0:00:02
Hold	93365551186	Christi Mercer(279)		10/7/08	09:29:31	10/7/08	09:32:35	0:03:04
Talking	93365551186	Christi Mercer(279)		10/7/08	09:32:35	10/7/08	09:34:07	0:01:32
Transfer Hold	93365551186	Christi Mercer(279)		10/7/08	09:34:07	10/7/08	09:40:53	0:06:46
Conference	93365551186	Conference		10/7/08	09:40:53	10/7/08	09:40:53	0:00:00
Talking	93365551186	Conference		10/7/08	09:40:53	10/7/08	09:40:53	0:00:00
Drop				10/7/08	09:40:53	10/7/08	09:40:53	0:00:00
Call 276400 - OutbLori Hays(227); 916265554722	16265554722; Conference;916265554...			10/7/08	09:30:34	10/7/08	09:54:21	0:23:47
Call 276488 - Inbo99135558290	[1417]MainAA; Eastern; Christi Mercer(...	Eastern; Reception		10/7/08	10:13:35	10/7/08	10:18:52	0:05:17

## CAPABILITIES

**Cradle to Grave** – Chronicall rises above the fray as the industry's only true 'Cradle to Grave' call history and reporting system. True Cradle to Grave reporting means that you have more than just a summary of each call; you have the exact chronology for each event of every call. Call progression events such as automated attendants, transfers, holds, parks, queues, talking, ringing, dialing, voicemail, disconnect (drop), and mobile twinning are all captured in Chronicall's database and accessible in the Cradle-to-Grave view. The Cradle to Grave data can be sorted, searched, filtered, and expanded to reveal unprecedented detail on every inbound, outbound, internal, and conference call.

**Reporting** – Chronicall's easy to use reporting interface allows for quick access to historical data right from your web browser. Since the entire Chronicall user interface is thin-client, you can access all of the 80+ Standard Reports from anywhere on your network. You can also schedule your reports to run every hour, day, week or month and have them automatically emailed to you, saved to disk, or sent to a network printer. The optional Custom Reports module can be added to provide greater flexibility in creating and designing specific reports tailored to fit your particular department or business needs.

**Support** – In order to provide the best possible service and technical support to our partners we offer Xima Care. Xima Care is an optional maintenance agreement that provides one year of unlimited technical support. Our authorized partners call us directly to receive unlimited support Monday through Friday from 8:00 am to 5:00 pm MST. Professional services such as remote installation and training are available.



## Xima Chronical Specifications

**FAST  
FACTS**

Category	Description
Format	Downloadable Setup Executable
Database	PostgreSQL
Web Server	Apache Tomcat
User Interface	Java Applet
System Requirements	<ul style="list-style-type: none"> <li>• IP Small Office Edition (SOE)</li> <li>• IP 403</li> <li>• IP 406v1, IP 406v2</li> <li>• IP 412</li> <li>• IP 500v1, IP 500v2</li> </ul>
Avaya CTI License	Not required
Avaya Delta Server	Not required
Avaya IP Office Release	Works with R3.2 through R8.0
Server/PC Requirements (Server OS Software)	<ul style="list-style-type: none"> <li>• OS: Windows 2003, 2008, XP, Vista, 7</li> <li>• 32bit or 64bit</li> <li>• 80GB Hard Drive</li> <li>• 2GB RAM</li> <li>• Dual Core CPU</li> </ul>
End User PC Requirements (thin client Interface)	<ul style="list-style-type: none"> <li>• Windows 2000 – Windows 7; Linux; Mac OS X</li> <li>• 32bit or 64bit</li> <li>• IE 6.0 SP1+, Mozilla Firefox 3.0.x+, Chrome 4.0+</li> <li>• Java Runtime Environment (JRE) R1.6 or higher</li> <li>• Java Compliant Browser</li> <li>• Javascript enabled</li> </ul>
IP Office Manager changes/modifications to config	Not required
Number of Agents/Users/Extensions Logged	No Limit
Number of Hunt Groups	No Limit
Number of Trunks	No Limit
User/Stations Logged	No Limit, No size sensitive or additional licenses required
Report on All Agents/Users	Yes, regardless of Hunt Group or Hunt Group Number
Forced Log In	Not required
IP Users/Extensions Logged (Hard Phones/Softphones)	Yes
Small Community Network (SCN)	*Yes
Distributed Hunt Group	*Yes
Advanced Networking	*Yes
True Cradle to Grave	Yes
Reports	Yes, over 80 Standard Reports
Customized Reports	Yes, Optional Module
Tailored Reports	Yes, Optional
Call Recording	Yes, Optional Module
Real Time Statistics	Yes, Optional Module

\*If Available and in Use



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