

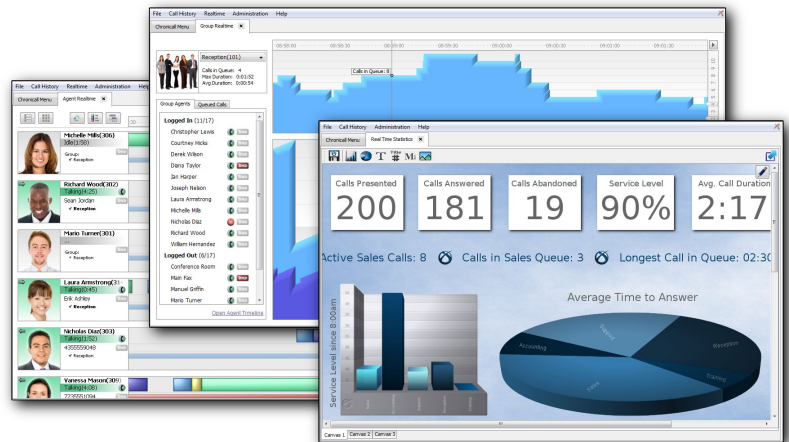


Xima Chronicall Realtime Module

Monitor Your Users and Calls in True Real Time

OVERVIEW

Better manage your business with real-time monitoring. While the Cradle to Grave view and Chronicall's detailed reports allow you to see call data after calls have ended, the Realtime module uses live data about your users, groups, and queues to provide customizable displays and information at a glance. This is true real-time; there is no five-second refresh rate. As soon as a call comes in or an user's status changes, Chronicall incorporates the new data into the unique Agent Timeline, Group Timeline, and Realtime Canvases.



CAPABILITIES

Agent Timeline – With the Agent Timeline, you can see each of your users' current activities and statuses in a simple timeline format. Unlike other reporting software that only shows what your users are doing at the moment, the Agent Timeline leaves behind a record of each user's behavior in the past. This gives you a contextual understanding of the data and allows you to make critical decisions with confidence and accuracy.

Group Timeline – Accurate queue statistics are vital for efficient call center management. The Group Timeline displays these statistics for each hunt 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. As calls enter or leave a hunt group's queue, the graphs change accordingly, giving you the knowledge you need in order to adjust your resources in real time.

Realtime Canvases – Turn any screen into a wall board with a Realtime Canvas. Create updating text, marquees, charts, graphs, and images to turn a blank white screen into a customized information portal for yourself or your entire team that looks and works like your own custom-branded software.

Enhanced Reports – With Realtime, you can even run reports on a user's status information over a period of time, like idle time, time spent logged into a group, or time spent in an unavailable status. Since these reports plug directly into the familiar Chronicall interface, you can start running them right away.

Xima Care – At Xima Software, we strive to provide the best service and support possible. That's why we offer an optional yearly maintenance plan called Xima Care. This plan gives you free Major and Feature releases and unlimited access to the Xima support team for technical support, remote installation, assistance with Custom Reports, training sessions for you and your staff, and more. Our authorized partners and users can call in directly to our support line for instant assistance.



Xima Chronicall Realtime Specifications

**FAST
FACTS**

Category	Description
Format	Add-on module license
Chronicall Logging License	Required
Avaya IP Office Requirements	<ul style="list-style-type: none"> • IP Small Office Edition (SOE) • IP 406v1, IP 406v2 • IP 412 • IP 500v1, IP 500v2 • IP Server Edition
Avaya IP Office Release	Works with R4.2 through R9.0
Voicemail Pro	Not required
Avaya CTI License	Not required
Avaya Delta Server	Not required
Server Requirements	<ul style="list-style-type: none"> • Windows XP or higher; Linux • 32-bit or 64-bit • 80GB Hard Drive • 2GB RAM • Dual Core CPU
User PC Requirements	<ul style="list-style-type: none"> • Windows 2000 or higher; Linux; Mac OS X • 32-bit or 64-bit • Internet Explorer, Firefox, Chrome, Opera, Safari • Oracle's Java 7 (OpenJDK not supported) • Javascript enabled
Changes to IP Office Manager	None required
Licensing	Seat Licensing – One license for each agent to be monitored
Number of Simultaneous Users	Unlimited
Supervisor Licenses	Not required
Data Refresh Rate	Instant updates – No refresh rate

