



Xima Chronicall Call Recording Module: Chronicall Recording Library

NEW! Chronicall Call Recording

OVERVIEW

The telecom industry's most robust, advanced, and detailed call history and reporting software, Xima Chronicall, now empowers you to completely unleash the power of the Avaya IP Office through the new Call Recording module, 'Chronicall Recording Library'. Chronicall now integrates seamlessly with Voicemail Pro to provide unsurpassed archival and retrieval of calls recorded by the Avaya IP Office.

Call Info	Calling Party	Receiving Party	Hunt Group	Start Date	Start Time	End Date	End Time	Duration	Recording
Call 276303 - OutNlc Mxey(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		
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	Conference		10/7/08	09:34:07	10/7/08	09:40:53	0:06:46	
Conference	93365551186								
Talking	93365551186								

CAPABILITIES

Search / Filter – Finding recorded calls has never been easier than it is with Chronicall. Searching for entire calls using the advanced Cradle to Grave interface means you can sort, search, filter, and find calls by virtually any criteria. Before Chronicall, finding specific recorded calls was often difficult and time consuming. With the Chronicall Recording Library you can quickly find the exact calls you want to review without listening to a thing. Since Chronicall tracks every single event that happens on each recorded call, you spend minimal time looking for calls rather than sifting through recordings.

Play Back – The Chronicall Recording Library comes with a state of the art audio player which integrates seamlessly with the familiar Cradle to Grave interface. This easy to use player supports all the popular features like seeking, skipping, pausing, and muting.

Audio Storage – The Chronicall Recording Library compresses call audio using the specialized Speex codec which is specifically optimized for high quality voice playback. Chronicall provides rapid audio retrieval while keeping the memory and storage footprint to a minimum.

Sharing – With Chronicall Call Recording you can play, download, or email any recorded call from a single familiar interface. You can easily share recorded calls in either of the two popular .spx or .wav file formats.



Xima Chronicall Recording Library Specifications

**FAST
FACTS**

Category	Description
Format	Downloadable Internet Zipped File
Database	PostgreSQL
Web Server	Apache Tomcat
User Interface	Java Applet
System Requirements	<ul style="list-style-type: none"> • IP Small Office Edition (SOE) • IP 403 • IP 406v1, IP 406v2 • IP 412 • IP 500
Xima Chronicall	Required
Voicemail Pro	Required
Avaya Contact Store	Not required
Avaya CTI License	Not required
Avaya Delta Server	Not required
Avaya IP Office Release	Works with R2.1 through R4.2 all platforms
Server/PC Requirements (Server OS Software)	<ul style="list-style-type: none"> • OS: Windows 2003, 2008, XP, Vista • 80GB Hard Drive • 1GB RAM • .NET 2.0
End User PC Requirements (thin client Interface)	<ul style="list-style-type: none"> • Windows XP, Windows Vista, Linux, Mac OS X • IE 6.0, Mozilla Firefox 3.0 • Java Runtime Environment (JRE) R1.6 or higher • Java Compliant Browser • Javascript enabled
PC Audio	Client (PC) must have audio on computer to play back recordings
Compression Algorithm	Speex (.spx) 100KB per minute of recording time
IP Office Manager changes/modification to config	Any call recorded to the VRL (User, Hunt Group, Incoming Call Route, etc.)
Number of Simultaneous Calls Recorded	Depends on number of Avaya Voicemail Ports licensed
Storage Capacity	Limited to available hard drive space

