



Xima Chronicall Realtime Module

OVERVIEW

Better manage your business with real-time monitoring. With the Realtime module, you can see real-time information and run comprehensive reports on every agent's state. The Realtime module gives you an accurate idea of where your personnel resources are distributed at any specific point, as well as over any specific time period as a trend. Working in conjunction with Chronicall's robust reporting capabilities, the Realtime Monitoring gives you the capability you need to better manage your team.



CAPABILITIES

Agent Timeline – The Agent Timeline is a revolutionary user interface completely unique to Chronicall. While most “real-time” reporting packages show you what each of your users is doing right now, the Agent Timeline provides contextual understanding to the ever changing data. Knowing what your agents are doing is important but understanding why they are doing it is empowering. Let Chronicall Realtime take the “guess-work” out of managing your call center so your supervisors can get back to making time critical adjustments with accurate and easy to use tools.

Group Timeline – Accurate queue statistics are vital for efficient call center management. Chronicall Realtime provides an in depth graphical look at each of your queues by comparing queue length, average time, and longest wait side by side. The continuously updating bar and line graphs, along with the embedded agent roster, give supervisors the background they need to adjust resource allocation on the fly. With the Group Timeline, supervisors can “drag” or “jump” backward and forward to see the state of their queue during any period in time. The “zoom” feature lets you adjust your time resolution so you can see as much or as little detail as you need.

Realtime Stats – With our fully customizable Realtime Views you can see exactly what you want to see, exactly how you want to see it. Customize your Realtime View once then sit back, put your feet up, and monitor your contact center without even touching your mouse. This is true real-time. There's no 5 second refresh rate, you are notified the instant changes takes place. See your live data as a scrolling marquee, as stylable text, in a bar chart, a pie chart, a leaderboard, or a gauge. By changing your backgrounds, inserting images, and placing company logos, you can make Realtime Views look and feel like your very own custom branded software.

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 Chronicall Realtime 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"> • IP Small Office Edition (SOE) • IP 406v1, IP 406v2 • IP 412 • IP 500v1, IP 500v2
Xima Chronicall	Required
Voicemail Pro	Not Required
Avaya CTI License	Not required
Avaya Delta Server	Not required
Avaya IP Office Release	Works with R4.2 through R8.0
Server/PC Requirements (Server OS Software)	<ul style="list-style-type: none"> • OS: Windows 2003, 2008, XP, Vista, 7 • 32bit or 64bit • 80GB Hard Drive • 2GB RAM • .NET 2.0
End User PC Requirements (thin client Interface)	<ul style="list-style-type: none"> • Windows 2000 – Windows 7; Linux; Mac OS X • 32bit or 64bit • IE 6.0 SP1+, Mozilla Firefox 3.0.x, Chrome 4.0 • Java Runtime Environment (JRE) R1.6 or higher • Java Compliant Browser • Javascript enabled
IP Office Manager changes/modification to config	None Required
Licensing	Seat Licensing – One license for each Agent to be monitored
Number of Simultaneous Agents	No limit to the number of Agents
Supervisor Licenses	Unlimited

