# Chronicall 4.2
## Reporting Made Even Easier
Available for IP Office and Avaya CM

# Award Winning Features

## Reporting

We have designed a new online layout for Reporting to make your report experience more user-friendly. Our new design provides an intuitive layout to guide you through the process of selecting and creating different reports for your business.

## Realtime Wallboards

Report on your agents and UC users in IP Office and Avaya CM in real-time. With Realtime Wallboards, you can see their call activity, their status included DND and AUX, and see call activity within your queues. Do not miss anything and receive Realtime alerts on thresholds via email, SMS, and pop screen messages to agents.

## BlueDB

Chronicall release 4 uses a new database, BlueDB. BlueDB was designed and built around our application's needs. It reads data at an extremely fast rate while using a low memory footprint.

## Internationalization

We want to make sure our software is internationally available, so we have incorporated several selectable languages for our user interface that you can choose from.

## HTML User Interface

We are excited to introduce our new user interface, which provides a much more user-friendly experience. Our improved design makes navigation intuitive so that using Reports, Cradle to Grave, and Realtime will be more instinctive.

## Salesforce Integration

Using Xima's Contact Center you can now easily integrate Salesforce into the Contact Center Agent Client, which will help CCAC in managing current and potential customers at your company. This provides features like Click-to-Dial, Screen Pop, and more.

## Contact Center (IP Office Only)

In addition to our new HTML user interface, we also have a new experience for Contact Center agents. Contact Center Agent Client (CCAC) is our new interface for agents using our skills-based routing, which provides a single pane of glass for agents to navigate their different media channels.

# XIMA