

What Do You Get with Chronicall?

Chronicall offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software.

With a thin-client web interface, Chronicall provides detailed and accurate information by connecting directly to your phone system. By logging all events on each call from hello to hang up, Chronicall adds visibility and peace of mind to call tracking.



STANDARD REPORTS

We have developed over 50 standard reports to create visibility and efficiency to call reporting. With Standard Reports, you can add clarity and accountability to call tracking.

- Use the Report Scheduler, which allows you to run reports automatically every hour, day, week, or month and send them to an email address or save them to a file.
- Expand or simplify call tracking statistics for specific agents, groups, trunks, and extensions.



CRADLE TO GRAVE

Chronicall offers Cradle to Grave, a program that details all inbound, outbound, and internal calls from start to finish. This program tracks all events that are performed for each call and has the ability to expand on each aspect tracked.

- Validates and details standard reports
- Drill down to specific call information by using search filter criteria
- User-friendly, easy to understand and analyze
- Customizable layout to fit your company's needs



CALL REPORTING DESKTOP

Included in each install of Chronicall is a set of downloadable tools called Chronicall Desktop. These tools help provide visibility to the health of the system and alter notification.

- Emergency Call Notifications send alerts through desk-top screen pop.
- Chronicall Alerts notify you to issues with logging, recordings, and disk space.



EMERGENCY CALL NOTIFICATIONS

With Chronicall Desktop you have the ability to notify specified users with a pop-up window whenever an emergency number is dialed by any user. This allows managers and others to be quickly notified of a potential emergency. This notification is not restricted to 911 or emergency numbers.

- Can notify users through email, SMS text message, or desktop pop-up
- Not only limited to emergency numbers
- Sends alert as soon as a sequence of numbers is dialed