# XIMA
Chronicall Contact Center

Skills-Based Routing

Xima Contact Center provides skills-based routing for the IP Office. You can easily create skills and assign certain agents in those skills. You can also rank each agent's expertise on certain skills from 1 to 10, 1 being the lowest level of expertise and 10 being the highest. In addition, you also get to choose what pattern you want your incoming calls to ring in. Contact Center offers five different patterns that you can select.

- *Most Idle:* The call will go to your most idle agent.
- *Circular:* The call will ring around your agents within the skill starting at the top.
- *Linear:* The call will present to the highest skilled agent available who has been the most idle.
- *Intelligent Highest Skill First:* This option allows the call to go to the person who is the most skilled to answer the caller's questions and at the same time takes into account their other skills. For example, if Agent A and Agent B are equally highly skilled in Skill 1, but Agent A is also highly skilled in Skill 2, then the call will go to Agent B so that the Agent A can stay open.
- *No Routing Algorithm:* This routing algorithm is reserved for IVRs and will not automatically route to any agents until a menu selection is made. After the caller has made a selection, the call will be routed to another group which can route the call using its own routing strategy.

Web Chat
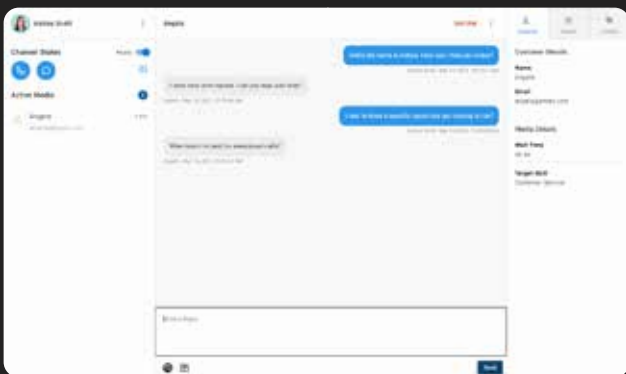
Web Chat is a chat box that appears on your website so your customers can chat with a real agent on the receiving end. Agents can customize their messages for greetings, endings, etc. The customer can send screenshots over the chat box in order to help answer their questions.

Agents can also select from canned messages, which are pre-written responses the supervisor can set up. An agent can also transfer the customer to another agent to chat to if they would have more information than the initial agent can provide. When answering a customer's question, agents also have the option to send clickable help links, as well as request to see a screenshot of the customer's web page to assist in answering. The customer cannot initiate sending the screenshot and the agent cannot send the customer a screenshot of their own.

In addition, with Web Chat your agents can add tags, notes, and account codes to chats for disposition and reporting purposes. This allows all agents to optimally communicate with each other and clarify the specifics of each chat they are working on. These are only visible internally and can be viewed in Cradle to Grave for reporting purposes.

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Contact Center Agent Client

Contact Center Agent Client (CCAC) is a HTML solution that provides desktop functionality for Skills-Based agents using Chronicall. CCAC provides agents their own personalized display and allows agents to log in and out of their channels, skills, and enable CC-DND from a single interface.

CCAC has many other unique features that provide you and your agents the best desktop experience.

- **WebRTC and Desktop Mode:** CCAC can run in two different functions. WebRTC will allow agents to use the tool as their softphone. They can answer calls and make calls from the convenience of their desktop. They can also run the tool in a desktop mode whereby the tool interacts with the agent's physical phone.

- **Personalized Display:** Within the CCAC, agents can have their own personalized display that can be viewed at any time. The display is customized by the supervisors within the HTML interface.
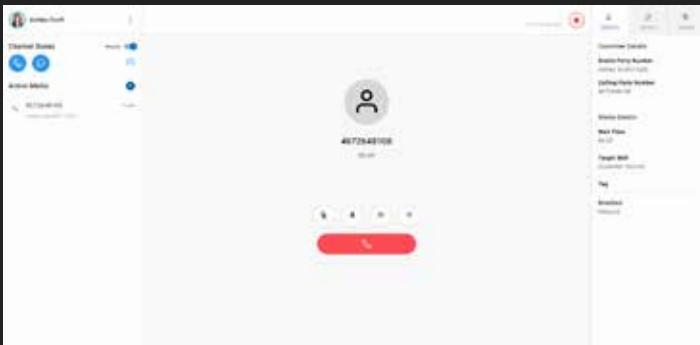
- **Single Pane of Glass:** CCAC allows agents to easily navigate between their active media. This includes voice calls and external web chats. Agents can be allowed to handle multiple web chats at the same time. Agents can easily enable themselves between the different media channels, log in and out of different skill sets, and enable/disable CC-DND, which puts them into a busy state.

- **Reason and Account Codes:** Agents can provide additional details as to why they logged in or out of a skill set or why they went on CC-DND by selecting from a defined reason code list. Agents can also tag custom notes or predefined account codes to any call or web chat that can be viewed in Cradle to Grave.

- **Salesforce Integration:** CCAC has a native plugin to Salesforce Classic and Salesforce Lightning.

- **Screen Pop:** Pop your web based CRM inside of the Contact Center Agent Client or to a web page. This works with Salesforce, Zoho, Zendesk, Microsoft Dynamics, and Hubspot. Other web based CRMs should also support our API.
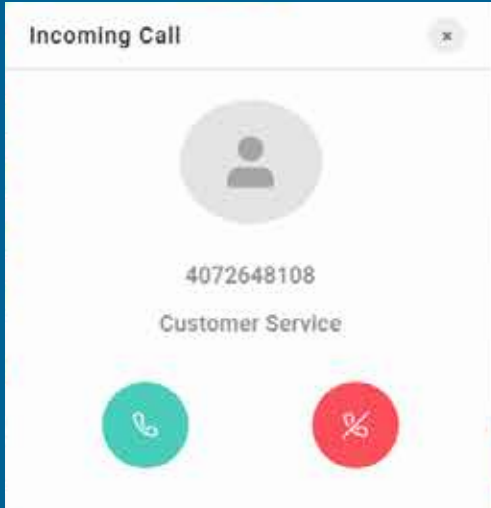
Queue Callback

This aspect of Contact Center gives customers the option on the phone to stay in the line, reserve an agent, or leave their number and have you call back when they're first in line. These options are also known as Queue Callback strategies. Depending on the Queue Callback strategy, the caller can cancel their place in line, snooze the agent, or accept the call.

Queue Callback Strategy Options

- *No Queue Callback:* Calls in this skill will not utilize Queue Callback.

- *Wait in Queue*: Calls that accept a Queue Callback will wait until they are first in line. Once the caller is first in line, the phone system will attempt to call that person and offer them a call. If accepted, the person will be connected to the queue until their call is answered. This is recommended in environments where the call duration is short and the agent's time is precious.

- *Reserve Agent:* With this mode, the system will hold the customer's place in line. Once they are first in line, it will wait for an agent to become available. Once available, the system will reserve the agent and the phone system will attempt to call the person to offer them their queue callback call. If accepted, the person will be connected to the reserved agent. This is recommended if the average call duration varies in length. If the reserved agent chooses to become unavailable (by pressing DND for example), then the caller will be placed first in the queue.

- *Queue Callback Snooze:* If a caller doesn't answer a Queue Callback call or chooses to snooze the call, this is the duration of time Chronicall will wait before triggering the phone system to attempt another callback. In addition, supervisors can also set up the number of times a customer receives a callback if they don't answer the first time.

When setting up Queue Callback, there are many other customizable options aside from your Queue Callback strategy that allow you to create a personalized experience for your customers. You can customize the queue music, digit actions, the language of the queue announcements, add tags for disposition and reporting purposes, and much more.

Supervisor Experience

Chronicall provides supervisors the unique experience of accessing reports for their contact center, reporting for the office staff (call accounting), and recording of all agents within the same interface. There are over 60 standard reports for supervisors to select from, run on demand or have scheduled to run. The reports can be exported to five different formats including PDF, EXCEL, CSV, HTML, and JSON.

All call data that you can see on a report can also be seen live with Realtime Wallboards. This feature allows you to customize a visual display so that you can view your personalized call data in real time. This means you can view your agents' call statistics such as their accepted and missed call count, their average speed of answer, their total call summary and the agent's current state. You can also monitor your skills and queue in real time, receiving real time alerts.

Within the Supervisor View, supervisors can see and manage all skills and agents effectively and efficiently. Supervisors can easily customize the skill and agent metrics that matter to their team and the business, see the current states of their agents (i.e., if they're logged in, on Do Not Disturb and the appropriate busy reason code, or on a contact center call), and manage their agents' states such as taking an agent on or off of Do Not Disturb. Supervisors can also see which calls are in queue and assign them to agents who are ready.

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