



CALL INFO	DURATION	CALLING PARTY	RECEIVING PARTY	CALLER NAME	LOCATION	GROUP	START TIMESTAMP	END TIMESTAMP
Call 1623128809000 - 0:00:32 Outbound		Mario Kelly(1182)	5551342	-	-	-	06/08/2021 12:06:49 AM	06/08/2021 12:07:21 AM
Call 1623129686000 - 0:00:03 Inbound		(801) 555-2931	MainAA	Luis Madden	Salt Lake City, Utah	-	06/08/2021 12:21:26 AM	06/08/2021 12:21:29 AM
Call 1623130802000 - 0:01:42 Inbound		(801) 555-9755	Mario Kelly(1182)	Lorraine McGuire	Salt Lake City, Utah	Appointments	06/08/2021 12:40:02 AM	06/08/2021 12:41:44 AM
Call 1623133033000 - 0:03:01 Inbound		(801) 555-3654	Jared Baker(1166)	Velma Barton	Salt Lake City, Utah	Sales	06/08/2021 1:17:13 AM	06/08/2021 1:20:14 AM
Call 1623133333000 - 0:04:20 Inbound		(801) 555-3654	MainAA	-	Salt Lake City, Utah	Customer Service	06/08/2021 1:22:13 AM	06/08/2021 1:26:33 AM

5 BENEFITS OF XIMA

Better Data. Better Results.

Contact center solutions have revolutionized how we handle customer service and agent management. From real time data dashboards to dozens of reporting options, we're here to share with you some of the benefits that make Xima worth your while.

1

A Better Customer Experience

When handling a customer over an extended period of time, you want them to get the best customer service possible. With our software, you can guarantee your customer gets the best available agent using skills-based routing algorithms.

2

A Better Agent Experience

Our contact center interface allows agents to handle multiple calls and chats simultaneously, as well as add notes to call records, manage their busy time, and learn how they are performing.

3

Significant Cost Savings

We offer better data and results at a lower price. Our prices are significantly lower than many other leading cloud solutions, and without compromising quality.

4

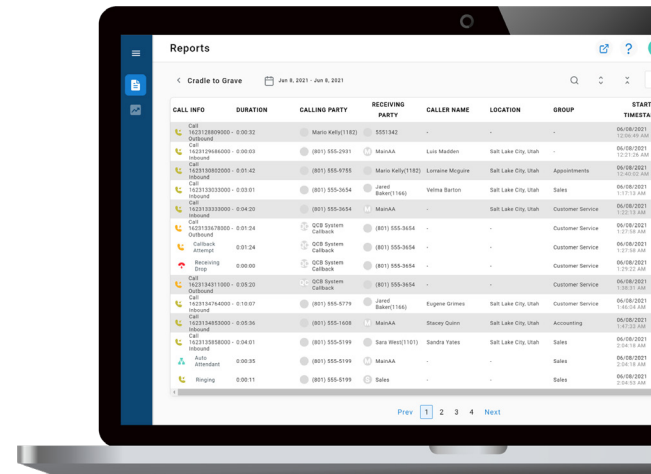
High Level of Scalability, Reliability, and Availability

With our leading-edge reporting of over 50 standard reports and the option to create custom reports, you can manage what matters to you most. Establish your KPIs by customizing real time data displays to fit your exact needs.

5

Reporting and Analytics to Improve the Customer Experience

Our call tracking dashboard offers insights such as total calls, call duration, unanswered calls, your longest call duration, and more. These kinds of metrics help you better understand your customers and how to improve customer service.



CALL INFO	DURATION	CALLING PARTY	RECEIVING PARTY	CALLER NAME	LOCATION	GROUP	START TIME
Call 1623128000000 - 0:00:32 Outbound		Maria Kelly(1182)	8001342	-	-	-	06/08/2021 12:06:49 AM
Call 1623129460000 - 0:00:03 Inbound		(801) 555-2091	Maika	Lisa Madden	Salt Lake City, Utah	-	06/08/2021 12:21:28 AM
Call 1623130800000 - 0:01:42 Inbound		(801) 555-8755	Maria Kelly(1182)	Lorraine Mcquire	Salt Lake City, Utah	Appointments	06/08/2021 12:06:22 AM
Call 1623132330000 - 0:03:01 Inbound		(801) 555-2654	Janeel Baker(1160)	Verna Barton	Salt Lake City, Utah	Sales	06/08/2021 1:17:13 AM
Call 1623133330000 - 0:04:20 Inbound		(801) 555-2654	Maika	-	Salt Lake City, Utah	Customer Service	06/08/2021 1:07:11 AM
Call 1623134000000 - 0:01:24 Outbound		DCR System Callback	(801) 555-3654	-	-	Customer Service	06/08/2021 1:17:54 AM
Callback Attempt	0:01:24	DCR System Callback	(801) 555-3654	-	-	Customer Service	06/08/2021 1:17:58 AM
Recording Error	0:00:00	DCR System Callback	(801) 555-3654	-	-	Customer Service	06/08/2021 1:18:12 AM
Call 1623134511000 - 0:03:20 Inbound		DCR System Callback	(801) 555-3654	-	-	Customer Service	06/08/2021 1:18:13 AM
Call 1623134740000 - 0:10:07 Inbound		(801) 555-8779	Janeel Baker(1160)	Eugene Dimes	Salt Lake City, Utah	Customer Service	06/08/2021 1:40:44 AM
Call 1623134830000 - 0:03:26 Inbound		(801) 555-1608	Maika	Stacey Quinn	Salt Lake City, Utah	Accounting	06/08/2021 1:42:21 AM
Call 1623135580000 - 0:04:01 Inbound		(801) 555-5199	Sara Ware(1101)	Sandra Yates	Salt Lake City, Utah	Sales	06/08/2021 2:04:18 AM
Auto Attendant	0:00:25	(801) 555-5199	Maika	-	-	Sales	06/08/2021 2:04:15 AM
Ringling	0:00:11	(801) 555-5199	Sales	-	-	Sales	06/08/2021 2:04:03 AM

Admit it, you're curious.

Get more information on our
contact center solution today!

LEARN MORE ABOUT XIMA