



# Better Data. Better Results.



Reports						
Cradle to Grave Jan 8, 2021 - Jan 8, 2021						
CALL INFO	DURATION	CALLING PARTY	RECEIVING PARTY	CALLER NAME	LOCATION	GROUP
Call 162312555000 - 0:00:32 Outbound		Maria Kelly(1160)	5551542	-	-	-
Call 162312555000 - 0:00:32 Inbound		(801) 555-2921	MaiaAA	Lisa Madden	Salt Lake City, Utah	-
Call 162312555000 - 0:01:42 Inbound		Maria Kelly(1160)	Lorraine Migrove	-	Salt Lake City, Utah	Appointments
Call 162313803000 - 0:00:01 Inbound		(801) 555-3654	Jared Bauer(1164)	Valerie Barton	Salt Lake City, Utah	Sales
Call 162313333000 - 0:04:20 Inbound		(801) 555-3654	MaiaAA	-	Salt Lake City, Utah	Customer Service
Call 162313378000 - 0:01:04 Outbound		QCE Systems Callback	(801) 555-3654	-	-	Customer Service
Call 162313378000 - 0:01:04 Inbound		QCE Systems Callback	(801) 555-3654	-	-	Customer Service
Call 162313378000 - 0:00:00 Inbound		QCE Systems Callback	(801) 555-3654	-	-	Customer Service
Call 162313411000 - 0:00:23 Outbound		QCE Systems Callback	(801) 555-3654	-	-	Customer Service
Call 162313411000 - 0:00:23 Inbound		(801) 555-5779	Jared Bauer(1164)	Expense Grimes	Salt Lake City, Utah	Customer Service
Call 162313474000 - 0:10:27 Inbound		(801) 555-1608	MaiaAA	Stacey Quinn	Salt Lake City, Utah	Accounting
Call 162313453000 - 0:05:36 Inbound		(801) 555-5199	Sara Wren(1101)	Sandra Yates	Salt Lake City, Utah	Sales
Call 162313453000 - 0:04:01 Inbound		(801) 555-5199	MaiaAA	-	-	Sales
Call 162313453000 - 0:00:35 Inbound		(801) 555-5199	MaiaAA	-	-	Sales
Call 162313453000 - 0:00:11 Inbound		(801) 555-5199	MaiaAA	-	-	Sales

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

## Best Starter Investment: The Base License

With your base license, you get detailed and more accurate information than all other solutions combined. Xima adds visibility, traceability, and accountability to your call tracking and analytics.

## Your Base License Includes:

### Standard Reports

50+ standard reports to choose from.

- Set up automatic reports to run every hour, day, week, or month and get them sent directly to you
- Reports include abandoned calls, call volume, inbound call summary, and more. Contact your product expert to get the full list

### Cradle to Grave

Included with your base license investment is the Xima Cradle to Grave feature. You can drill down into the details for all inbound, outbound, and internal calls from start to finish.

- Validate each call and activity with 99% accuracy
- Drill down to precise call information with search call criteria
- Customize a layout that fits your company's needs

# Emergency Call Notifications

Kari's Law compliant. This went into effect February 2020.

\*These are not all of the law requirements.  
Get more information at [fcc.gov](https://www.fcc.gov).

- MLTS vendors and manufacturers must configure new phone systems to support direct dialing 911 without the need to dial a prefix, i.e., 9
- Your system must send a notification to a central location on- or off-site, such as a front desk or security kiosk
- The notification must include a callback number and dispatchable location information about the caller



## Xima Customer Care

Superior on-boarding and post-sales support team to get you up and running quickly. You receive expert assistance in setting up those personalized reports and in understanding all of that important data.

**Visit [XimaSoftware.com](https://XimaSoftware.com)  
for more information.**

