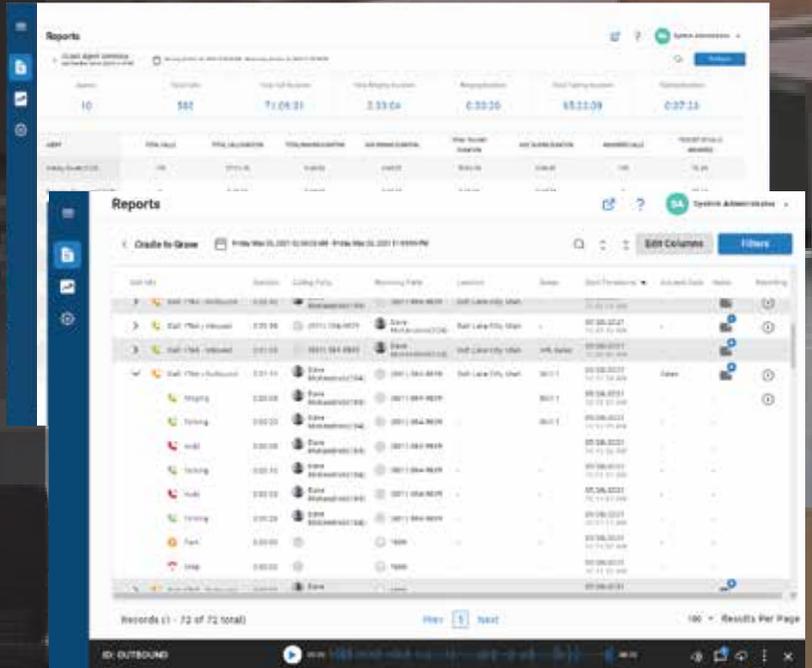




For RingCentral

Xima CCaaS brings together UC reporting along with Contact Center into a single interface. This allows you to easily manage your business analytics and contact center with ease and confidence. With our unlimited supervisor logins, you can set their permission levels to their team.



UC Realtime & Historical Reporting

Within Xima CCaaS, we can report on your agents' or licensed Realtime users' call activity, which includes their direct inbound calls, outbound calls, and internal calls. You can see the count and duration of these calls in real time, within our historical reports, and in Cradle to Grave. The data doesn't delete as long as you have the services, so you can compare your historical call volumes easily to help determine your staffing needs. Furthermore, you will also see your agents' events including Hold, Park, and Transfer. The events can be monitored in real time, reported on within the reports, or viewed in Cradle to Grave to see the full customer experience.

Contact Center Agent Client (CCAC)

If agents are logged into CCAC, they will also receive a screenpop for their direct inbound, outbound, and internal calls. This allows agents to tag or disposition an account code to all call types, which means you can receive more information and detailed reporting about their call activity. Agents don't have to be logged into CCAC in order for Xima CCaaS to still report on all their non-contact center calls.

Call Recording

Xima CCaaS links the recordings done by RingCentral and allows you to access them in Cradle to Grave. This allows you to easily search for your agents' or UC realtime users' calls and filter the calls down by number, time of day, event, call duration, and more. Additional feature sets available within the recording interface include our wave view form so you can see when there was talking or silence, adding notes to a recording, downloading, emailing, or creating a snippet of a particular portion of the call.

Call Recording can be paired with CCaaS agents or UC Realtime users that do not log in to the contact center but that you still wish to report on, both historically and in real time. This is more like a Realtime or Live Agent, but now you can provide a single interface for call reporting, call recording, and your contact center within Xima CCaaS.