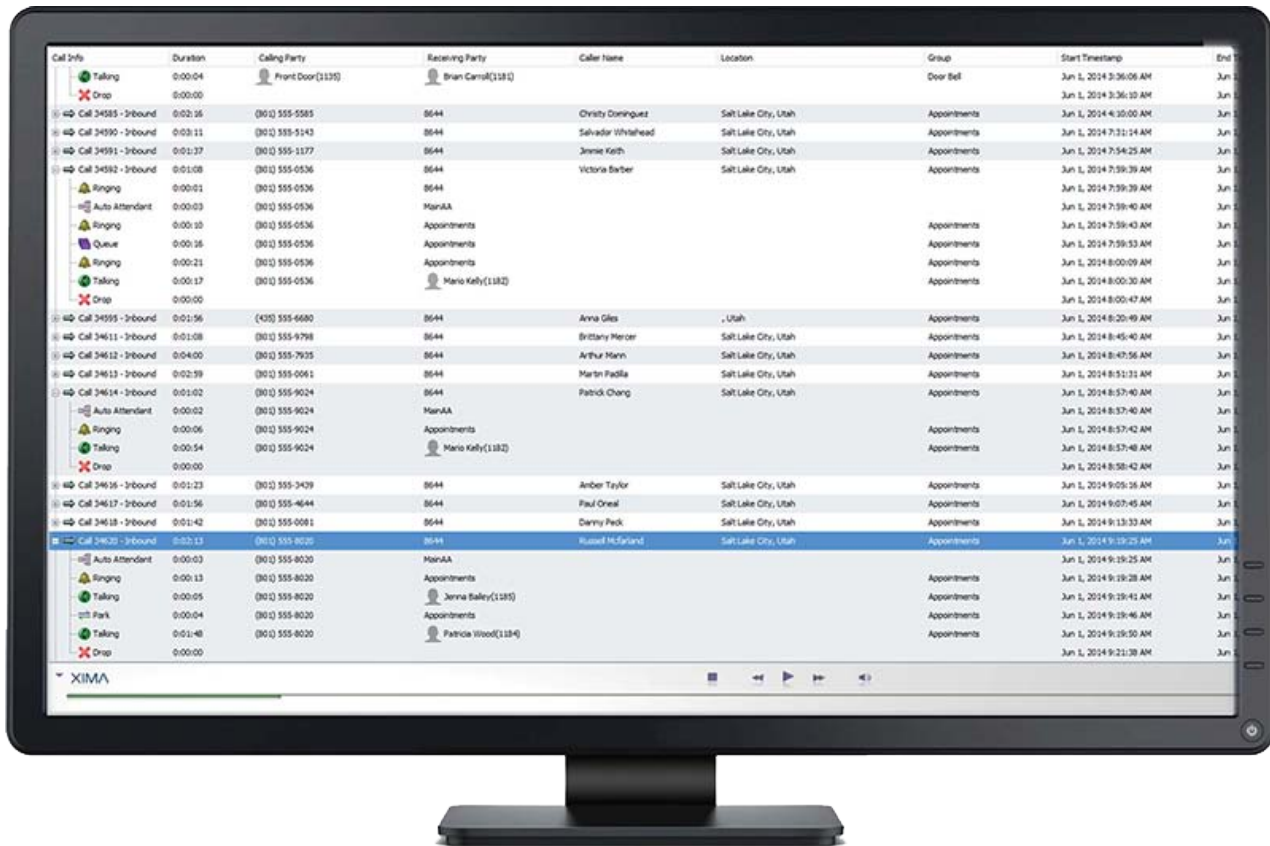


XIMA Call Recording

Don't let anything come between you and the accurate call recordings your business relies on. Call Recording is the best modern tool that allows managers to improve employee performance without changing any business processes. By having this information integrated within Chronical's Cradle to Grave Application you are provided all the information you will need in order to evaluate your employee's performance. Xima provides multiple recording options supported between their different platforms. Found throughout all of these options are the different recording rules customers can deploy to ensure they only record the calls they want to record. Recording rule types:

- Extension
- External Numbers
- Group
- Manual Recording
- Incoming Phone Number
- Percentages



Xima's organization of your recordings allows for easy access so you can find the call you are looking for quickly. Using their Cradle to Grave filter option you can virtual filter for any type of call criteria. All of the calls are compressed using Speex codec, which is optimized for high-quality playback. They average 100KB per minute, giving you more storage space than ever before. You can also set retention policy allowing for automated archiving. You can set a policy based on either available storage space, time, or both. Users can download, email, generate external links, or listen to them within Chronical. Using Chronical's user-based access controls you can determine which calls your employees have access to. Xima Recording Library is the perfect solution for quality assurance, workforce optimization and training purposes.

