

CHRONICALL | Multimedia

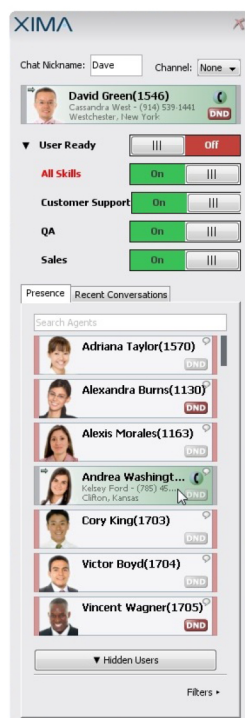
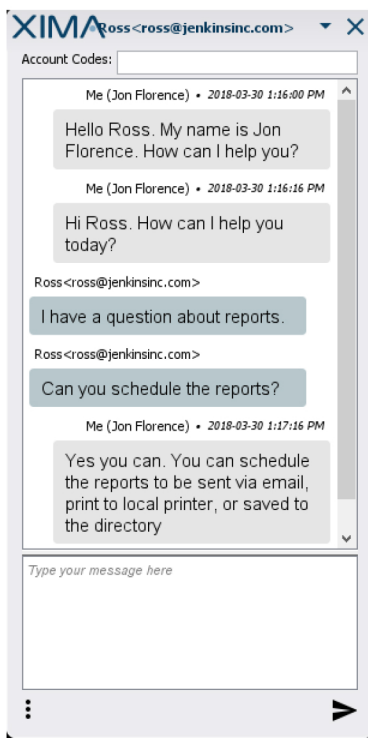
Multimedia Web Chat

Skills Based Routing Web Chat: Route web chats to agents based on their skill group and skill level. In Chronicall Multimedia, you may create and combine your voice agents and web chat agents into the same group, allowing them to do multiple tasks at the same time. You do not need Xima's Skills Based Voice Agents in order to use Xima Skills Based Web Chat Agents.

Historical Reporting: Through Standard Reports and Xima's Cradle to Grave you can accurately report on your agents chat performance, and drill down into your agent's chats to ensure quality assurance.

Chat Log: The Agent Desktop includes a chronological chat log so agents can easily refer back to previous conversations.

Agent Desktop: Agents are empowered through Agent Desktop to log in and out of their respective skill groups, place themselves in a not ready state, or continue their after call work (ACW) time to ensure they finish up their process before moving on to the next call or chat.



Multimedia Skills						
Agents	Skills/Properties					
		...	Inside Sales	Test	Max Simultaneous Sessions	Voice Session Enabled
Adam Jones(256)		2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cabrin Beard(257)		2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>

Click Here to Chat With a Sales Representative

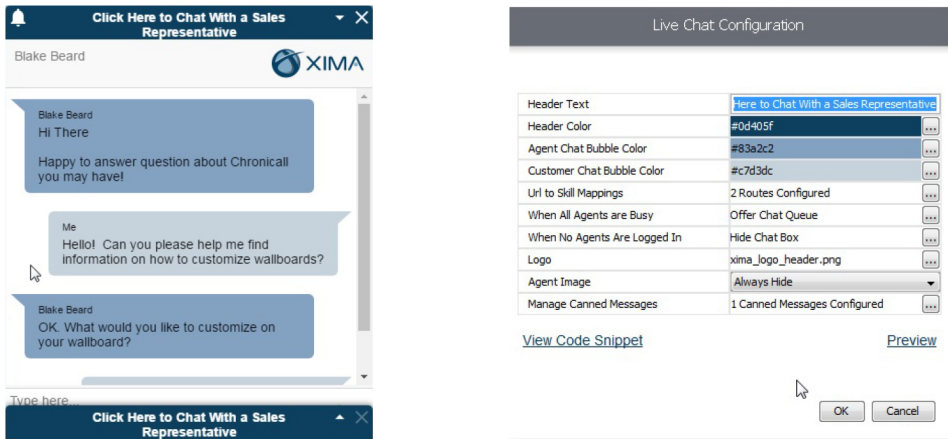
There is an agent available. Would you like to chat?

Yes

Administration: As an administrator you can determine how many simultaneous chats each of your agents can handle at one time. You can also suppress the chat message from your website when no agents are available.

Pre-defined Canned Responses: Chronicall Administrators can create an unlimited amount of pre-defined canned responses so agents can quickly address customer’s common questions or concerns.

Customized External Chat Interface: Chronicall’s Chat Interface can be easily customized and branded to fit the look and feel of your business and your website.



Web Chat Code Installation: Chronicall Multimedia Web Chat is easy to install. Simply configure the External Chat Interface as you desire and then select the Code Snippet and enter that into your HTML code. The most ideal location would be to enter it into your header or footer over the body.

Url to Skill Mappings: With the code snippet embedded into your HTML, you can now map specific skill groups to specific pages throughout your website. Simply enter a word, like support, into the ‘URL Matches’ field and any external chat on that webpage when then route to the selected skill group.

