

# CHRONICALL

## MULTIMEDIA FEATURE MATRIX

FEATURE	Chronicall with Standard Reports - Base License	Custom Reports (X0002)	VRTX Recording Library (X0004)	Realtime Agent Seat (X0016)	Agent Dashboard Seat (X0032)	Skills Based Routing Agent (MMSBR001)	Skills Based Routing Agent Bundle (MM0001)	Queued Call Back Base License (MMQCB) Additional Ports(MMQCB001)
Standard Reports	✓							
- 60 Standard Reports	✓							
- Report Scheduler	✓							
- Emergency Call Notification	✓							
- Cradle to Grave Reporting	✓							
- Reportable in Realtime and Historical Reporting	✓							
Custom Reports		✓						
- Edit Metrics in Existing Standard Reports		✓						
- Create Custom Reports from Scratch		✓						
- Build a Custom Report Skin with Company Branding		✓						
Call Recording			✓					
- Cradle to Grave Recording			✓					
- Custom Recording Rules			✓					
- Recording Monitor			✓					
- Scorecards and Evaluations			✓					
- External Link Generator (email and download)			✓					
- Custom Note Field			✓					
Realtime Agent Timeline Display				✓			✓	
Group Timeline Display				✓			✓	
Wallboard Displays (unlimited)				✓			✓	
Alerts and Triggers via Pop Screen, SMS, Email				✓			✓	
Reporting on DND, NR, ACW, Logged In				✓			✓	

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Agent Dashboards					✓		✓	
- Account Code Association					✓		✓	
- API - CRM Integration					✓		✓	
- Reason Codes					✓		✓	
- Custom Note Field					✓		✓	
- Agent Presence Display					✓		✓	
Unlimited Skill Groups						✓	✓	
Priority Level for Skill Group Calls						✓	✓	
Unlimited Queue Announcements per Skill Group:						✓	✓	
- Position in Queue						✓	✓	
- Estimated Wait Time						✓	✓	
- Pre-transfer Notice						✓	✓	
- Custom Announcements						✓	✓	
Full Control of Queue Music per Skill Group:						✓	✓	
- Preloaded Music Options						✓	✓	
- Ability to Add Unlimited Music						✓	✓	
Control of Call Routing to Skill Groups:						✓	✓	
- Most Idle, Linear, or Circular Routing						✓	✓	
- Intelligent Highest Skill First Routing						✓	✓	
Queue Timeout and Overflow Options						✓	✓	
Supervisor Active State Controls:						✓	✓	
- Force Agents to Ready/Not Ready Status						✓	✓	
- Enable/Disable Agents from Skill Groups						✓	✓	
- Pull Calls from a Queue and Transfer to Agents						✓	✓	

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Agent Active State Controls:						✓	✓	
- Ready/Not Ready Themselves						✓	✓	
- After Call Work Timer Allows Agent to Wrap Up After Calls						✓	✓	
- Ability to Extend ACW Time or End Early						✓	✓	
- Click to Dial						✓	✓	
Queued Call Back								✓
- Automatically Pulls Caller's Phone Number for Callback								✓
- Option to Enter Different Number								✓
- Ability to Accept, Snooze, or Cancel Upon Call Back Offer								✓
- Default and Custom Call Back Announcements								✓
- Multiple QCB Strategies: Wait in Queue and Reserver Agent								✓
- Reportable in Realtime and Historical Reporting								✓