Xarios

Dimensions
Features & Benefits

Six valuable features that come **standard**

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Lots of Popular & Completely Customizable Reports

Long list of default reports and templates: Calls by DID, Calls by User, Calls by Ring Group, Calls by Queue, Call Listings.
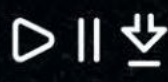
Easily sort & arrange as desired. Quickly chart data and export reports to Excel.

Quick & Advanced Filters

Focus your reports based on any statistic with Quick Filters.

Preconfigure Advanced Filters and apply to reports easily and conveniently: DID Group 1, User Team 2, Ring Group 3, etc.

Call Session Views with Call Recording Playback & Download

Easily view a call's entire lifecycle from cradle to grave.

Get complete call details, on each segment phase of the call: Ringing, Talking, Hold, etc.

Playback & download call recordings simply and easily, give access on an individual user or group basis.

Easy Click-through Data

Powerful drill down feature, starting at a top-level summary report, then to a detailed call listing and ultimately to a Call Session view:

CALLS BY USER	>	LIST OF USER'S CALLS	>	VISUAL REPRESENTATION OF A CALL'S LIFECYCLE (CALL SESSION VIEW)

Automated Scheduled Reports

Very convenient and powerful feature to automatically send reports to the client's inbox.

No need to access the web portal, allowing them to focus on their own core business. Include any email address, recipients do not have to be part of the platform.

Flexible Desktop UC Client for Windows

Simple and easy communications with a convenient desktop client. View presence status of other users: Available, Busy, Away, etc.

Presents more call information with full matching contact directory details and added reporting.

Powerful Click-to-Dial, Hold, Transfer & Conference features with your desktop phone.

It's that easy.

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Best Wishes,

Xarios Team

www.xarios.com

Powering Tomorrow's Conversation