



For RingCentral Office (RCO)

Xima CCaaS fills the gap for customers looking for additional routing capabilities as well as detailed reporting options that come out of the box within RingCentral Office (RCO), but don't want to spend the price tag for the high end omni channel CCaaS Options.

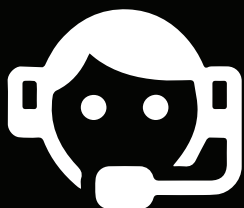
Xima CCaaS provides Skills Based Routing, custom queueing options, skills, Queue Callback (Callback Assist), IVR, and historical and real time reporting. Our solution is customized and priced to help your business!

## Customer Experience

Using Xima CCaaS, you can build an unlimited number of skills. Within those skills, you can route calls intelligently to agents using different skills-based routing algorithms including Linear, Circular, Most Idle, and Intelligent Highest Skill First (weighted). You can customize your queue settings per skill providing the best customer experience.

Customization options include the following:

- Select from default announcements including estimated wait time and position in queue
- Upload custom queue announcements
- Play different queue music per skill
- Timeout and overflow after a specific time
- Immediately overflow if no agents are available or logged in
- Reroute based on conditions such as too many callers already waiting in queue
- Provide sub menu options like scheduling a Queue Callback, or press 0 to reach the operator or leave us a message



### Queue Callback (Callback Assist)

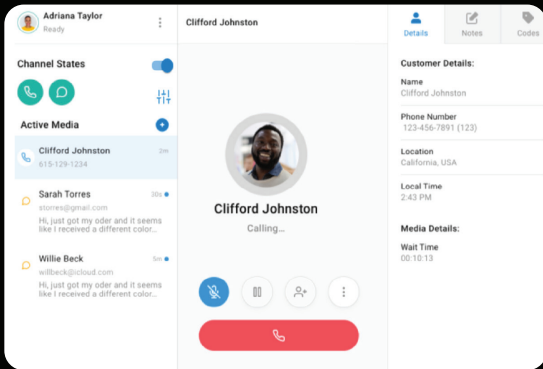
Lower your abandonment rate by deploying Queue Callback. Let the system hold the customers' place in line and then call them back when it's their turn. Provide additional custom options such as who you get on the phone first (the agent or the customer), and determine how many times you try the customer back and the wait time in between attempts.

# Agent Experience

Route calls and web chats to specific agents based on their experience and expertise. Auto-log agents out if they miss a call for whatever reason, or place them into a busy state for a specific time period of time.

## Contact Center Agent Client

This web-based tool allows agents to log in and out of their respective skills. They can have their own custom display presenting their individual, team, or queue metrics. They receive a screen pop with the incoming caller's information and can have that information pushed to a CRM. While on the call or during their After Call Work (ACW) time they can add notes to the call and select account codes to disposition the call type. When the agent wants to take a break they can go on Do Not Disturb (DND) and select the appropriate DND reason code. Reason codes can be customized per agent and department.

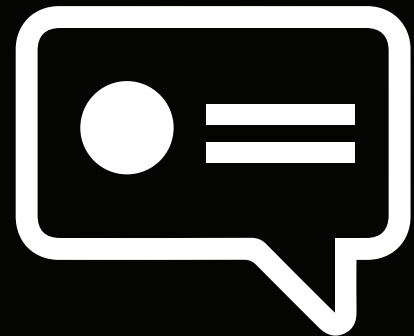


Xima CCaaS screen pop works with Salesforce, Microsoft Dynamics, HubSpot, Zendesk, and Zoho. APIs are available to work with our web-based CRM applications

## Web Chat

Xima CCaaS can route customers from specific URLs on your website to a direct skill. You can provide customers and agents the following options:

- Auto-responses from the agent
- Canned responses based on skills
- Screenshot request from the customer PC
- Transfer chat to other available agents or skills
- Tag notes and account codes for disposition purposes



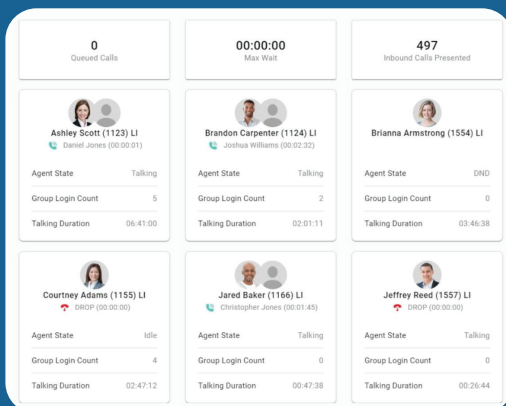
# Supervisor Tools

Within Xima CCaaS, there are unlimited Supervisor licenses with no charge. You can create as many logins as you need and restrict the access per supervisor so they only have access to the team and data they are allowed to see.

## Supervisor View

This provides supervisors easy access to see quickly what's happening within their department. They can see current and historic queue statistics as well as their agents at a glance. They can customize the statistics to ensure they are monitoring the metrics that matter to their business. The Supervisor View also allows them to have control over their agents and queues.

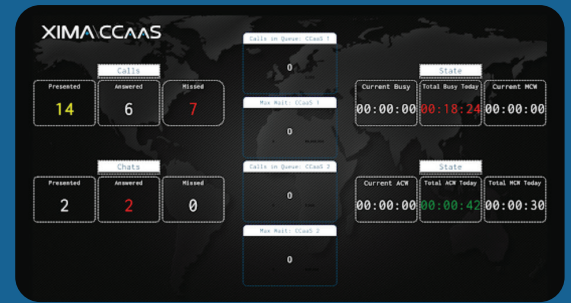
- Log agents in and out of their respective skills
- Log agents off of Do Not Disturb
- Transfer callers from the queue directly to agents, other skills, or external numbers



## Realtime Wallboards

This provides supervisors, the agents, and the office views into real time data about the queues and agents.

- Select from template wallboards or create your own.
- Unlimited wallboards
- Display on a flat screen TV and/or access them from your PC
- Set alerts to change colors, play audible alarms, send email messages, and send pop screen messages to the agents when a threshold is reached.



## Reporting and Cradle to Grave

Select from over 30 Standard Reports that include the following report types:

- Agent Reports
- Skill and Queue Reports
- Account Code Reports
- Call Reports
- Call Volume Reports

All reports can be customized, and you can select from predefined values or create your own custom values using our HTML Report Creator. Add charts to your reports to provide a graphics display. Schedule your reports to run hourly, daily, weekly or monthly. Report formats include PDF, Excel, CSV, HTML, and JSON.

See the full customer experience by diving into Cradle to Grave. See the exact call flow and time spent in each call center event.

The screenshot shows the 'Reports' section of the XIMA CCaaS interface. It displays a summary table for 'Agents' and a detailed table for 'AGENT' performance. The summary table shows 10 agents, 582 total calls, 71:09:01 total call duration, 3:33:04 total ringing duration, and 0:00:20 ringing duration. The detailed table lists agents such as Ashley Scott, Brandon Carpenter, Brianna Armstrong, Bryan Freeman, Cody Price, Courtney Adams, Jared Baker, Jeffrey Reed, Jenna Bailey, and Jonna Thompson, along with their respective call counts, durations, and ringing times.

Agents	Total Calls	Total Call Duration	Total Ringing Duration	Ringing Duration
10	582	71:09:01	3:33:04	0:00:20

AGENT	TOTAL CALLS	TOTAL CALL DURATION	TOTAL RINGING DURATION	AVG RINGING DURATION	TOTAL TALKING DURATION
Ashley Scott(1123)	133	17:13:19	0:49:50	0:00:21	15:55:59
Brandon Carpenter(1124)	6	0:50:19	0:04:08	0:00:18	0:39:14
Brianna Armstrong(1554)	77	9:06:19	0:28:41	0:00:20	8:27:52
Bryan Freeman(1627)	142	16:42:25	0:48:58	0:00:19	16:22:40
Cody Price(1195)	133	17:10:54	0:49:10	0:00:21	15:53:30
Courtney Adams(1155)	10	1:38:57	0:04:38	0:00:19	1:17:50
Jared Baker(1166)	64	4:56:26	0:18:56	0:00:19	4:31:23
Jeffrey Reed(1557)	5	0:52:02	0:02:14	0:00:19	0:45:41
Jenna Bailey(1185)	12	2:02:39	0:04:16	0:00:20	1:50:39
Jonna Thompson(1176)	9	0:50:42	0:02:18	0:00:18	0:53:11

## Why you want Xima CCaaS for RingCentral Office (RCO)

### Skills Based Routing

RingCentral Office (RCO) has a direct need for Xima CCaaS Skills-Based Routing. While the native groups built inside of RingCentral Office (RCO) have limitations of 15 minute max wait time and 25 callers per queue, you don't have these same limitations with Xima CCaaS.

### Single Agent Phone Device

Xima CCaaS routes the calls to the same phone the agents are used to using including the RCO Cell Phone App, RCO Softphone, and SIP phones. This means the call never leaves RCO, which means no toll charges, and easier deployments.

### Pricing

Xima CCaaS is priced to provide customers the feature set and flexibility of a CCaaS solution but not the enterprise cost.