



# Road Map 2017



- › Multimedia  
Web Chat for IPO
  - › Field trial starts May 2017
  - › GA July 2017



- › Skills Based Routing & Queued Callback on CM / ShoreTel / Cisco
  - › Field trial starts July 2017
  - › GA October 2017



- › Multimedia Email/Social/SMS (all platforms)
  - › Field trial starts October 2017
  - › GA January 2018



- › Multimedia Outbound Campaigns (all platforms)
  - › Field trial starts January 2018
  - › GA April 2018

## Product Description

- Web Chat: Easily can be deployed throughout the customer's website. It will contain customizable themes and colors allowing the solution feel custom built. Web chat will be routable based on Agent Skill Level and all of this can be measured through Chronical Reports and Realtime displays.
- Skills Based Routing for Avaya CM, ShoreTel and Cisco will augment Xima's current Realtime offering on these solutions. It will allow for unlimited Skill Groups, Intelligent Highest Skill Routing, Click to Dial, Agent State Control, Queued Call Control, as well as Queue Call Back.
- Email/Social/SMS
  - Email: Customers will use their own email service and Chronical will interface to it using IMAP. For example, a customer using google hosting as their email would input the email addresses and credentials that they want Chronical Multimedia to monitor and it will pull the emails out as soon as they are detected and dispatch them to the appropriate agents based on skill level. Agents will use our Email Editor (accessed through the Agent Dashboard) to compose emails and Multimedia will send the responses through your corporate email system, in this example, Google.
  - Social: Chronical will provide Facebook and Twitter support so any messages and mentions can get pulled out and dispatched to the appropriate agent who will use our editor (accessed through the Agent Dashboard) to compose and send their response.
  - SMS: We will use a 3rd party service (likely Twilio) to manage phone numbers and provide access to the SMS network. We will treat this SMS service like any other service provider so the customer will have to pay their Twilio bill just like they pay their CenturyLink bill. Customers can send texts to the SMS numbers, each number is routed to a skill. The text will be routed to the appropriate agent who can respond to it or transfer it to another agent or skill.
- Outbound Campaigns: Chronical will have a screen pop, and provide agents the ability to accept/decline an outbound call, and API integration to send outbound call tasks to skills and agents. The Agent gets a dashboard message (looks like an incoming chat message) offering them an outbound call. They accept it and their phone rings, they answer it, and the system essentially blind transfers them to the external number. This means they will hear the ringing and sometimes get voicemail. The agent will use the dashboard to indicate the result of the call (no answer, left VM, do not contact, etc).