



Chronical Multimedia

Your Call Center Solutions.



Skill Based Routing

Route calls to agents based on their skill group and level. Skills and group levels can be customized i.e., most idle agent or linear.



Queue Callback

Instead of being on hold customers may choose to be notified when it is their turn to speak to a representative.



Realtime

Capture what employees are doing in the moment. Display these stats by using pre-built wallboards or customize your own.



Supervisor Control

Remotely manage employees by controlling of agents and calls based on skill groups. Ability to place employees on hold, ready, etc.



Web Chat

Route web chats to agents based on skill group and level. Customize greetings, messages, and the look of the web chat interface.