

Chronicall to Xima Cloud:

Why More Businesses Are Making the Switch

CHORUSCX



Unlock Seamless Communication & AI-Driven Customer Engagement

In today's fast-paced business environment, staying connected with customers and teams is crucial. Cloud-hosted Unified Communications (UC) and Contact Center as a Service (CCaaS) solutions provide scalability, flexibility, and reliability, helping your business enhance productivity and deliver exceptional customer experiences.

Now, with AI-driven efficiency, businesses can automate customer interactions, optimize workflows, and improve service quality with Xima's latest AI features.

Key Benefits of Moving from Chronicall to Xima Cloud

Factor	Chronicall	Xima Cloud
Scalability & Flexibility	Limited. Changes require additional hardware, significant time, money, and effort. Software only, dependent on PBX.	Adjustable and adapts to changes as-needed. Whole solution from UC to CC.
Maintenance & Security	Requires regular maintenance, updates, and upgrades; in-house security controls and compliance customization.	Provider handles security, maintenance, updates, and upgrades.
Disaster Recovery	Requires in-house planning.	Built-in.
Accessibility	On-site access or VPN.	Accessible from anywhere with an internet connection. Mobile App, and Microsoft Teams Integration.

Key Features Available in Xima Cloud vs On-Prem

Feature	Chronicall	Xima Cloud
AI & Automation	Not available.	Xima provided AI-powered insights, chat bots, call transcription, forecasting, scheduling, and sentiment analysis.
Omnichannel Support	Primarily voice-focused.	Voice, SMS, web chat, WhatsApp and email routing are included.
Storage	On-prem storage, limited by your server capacity.	Cloud storage with unlimited ability to scale up as-needed.
Mobility	No mobile apps, no Microsoft Teams integration.	Mobile app, Microsoft Teams integration, CRM integration, and more.

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Cloud-Hosted Unified Communications (UC):

Enable seamless collaboration across your organization.

Xima's cloud-based UC solutions unify voice, messaging, and collaboration tools, ensuring a streamlined communication experience.

Enhance Customer Experience with Xima's AI-Powered Automation

Streamline customer interactions, free up human agents, and future-proof your contact center by keeping ahead of evolving demands.

Cloud-Hosted Contact Center & AI Automation:

Deliver superior customer service with powerful cloud-based call center capabilities and AI-driven automation.

Xima's CCaaS platform provides advanced call routing, analytics, and reporting tools to improve agent performance and customer satisfaction.

Why Xima Cloud?

With Xima Software's cloud-hosted solutions, businesses gain:



Scalability

Scale up or down based on business needs without costly infrastructure.



Security & Compliance

Enterprise-grade security ensures data protection and compliance.



AI-Driven Efficiency

Automate customer interactions, optimize workflows, and improve service quality with Xima's AI-driven automation.



Flexibility & Mobility

Empower remote teams with access from anywhere.



Seamless Integrations

Connect with CRMs, collaboration tools, and other business applications.



Omnichannel Support

Voice, SMS, web chat, WhatsApp and email routing are included.



Cost Savings

Reduce carrier costs, hardware and maintenance costs while optimizing IT resources.

Let's transform your business communication today!

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