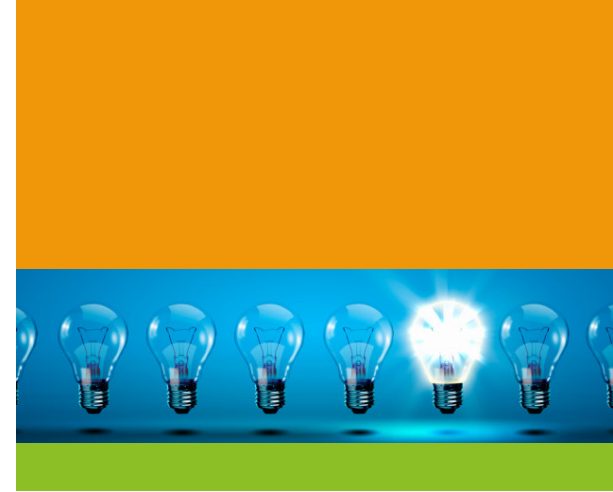


Crosscode Unified Customer Interaction Management Suite (CIMS)

An end-to-end call center & CTI software suite for hosted & on-premise implementation of call centers.



Been there, done that

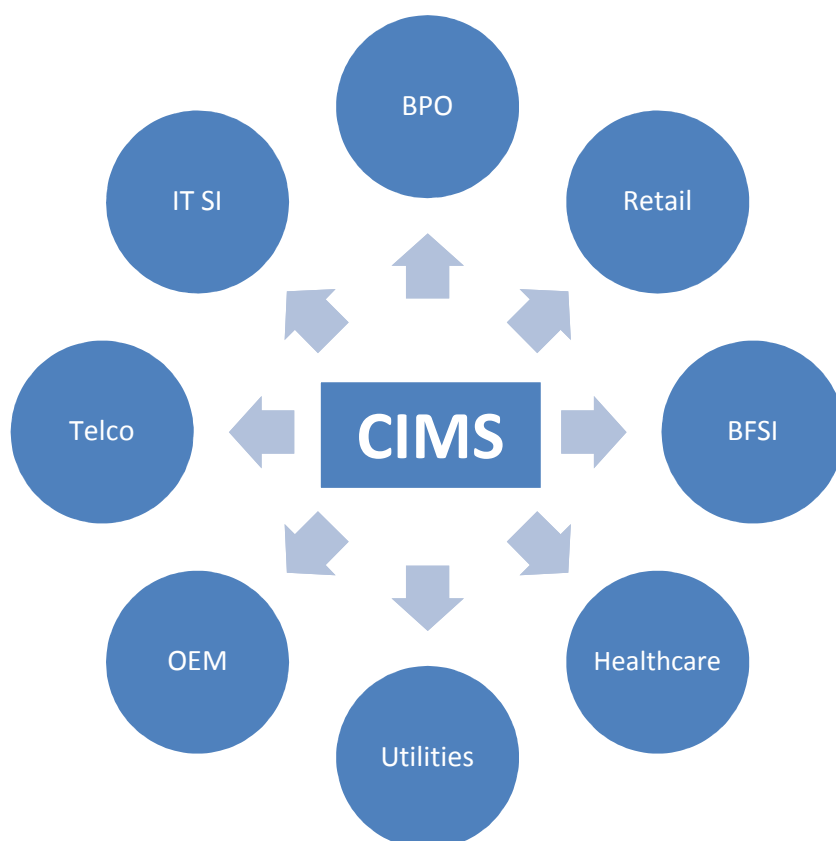
- Distributed agents with centralized CTI & integration with Siebel for **world's leading luxury car OEM**. Spanning 45+ dealers; 200+ users; pan-India; on a single communication platform.
- Unique SS7 to E1 smart gateway software platform implemented with a leading telco for one of the **top 3 private banks in India**.
- ISO 8353 compliant phone banking IVR platform developed & provided for a leading **PSU bank in India**.
- **Govt. of India** supported veterinary helpline catering to 4000 hospitals & 3.8 mil cattle rearing households.
- 70,000 + calls clocked in predictive dialing; proprietary AMD algorithm; FTC compliant.

Crosscode UCIMS is an end-to-end contact centre suite for setups working with inbound or outbound calling processes. As a design objective it has been built as a lean & resource efficient platform, hence it provides features that are necessary & functionalities that are easy to use.

It has a modular architecture and hence components that need to be implemented can be enabled or disabled based on business requirements.

It is ideal for hosted as well as on-premise implementations and in combination with the agent desktop system it forms a unique solution which is high on operational efficiency, ease of use & maintenance, thereby delivering higher call handling quality and agent performances.

The platform is a proven business enabler.



Domains catered to using
Crosscode's CIMS...

Feature list

Operational modes

In-bound, outbound & blended operation modes.

Dialing modes

Predictive, preview, blaster & manual dialing. Auto or on-demand preview dialing. Proprietary AMD algorithm.

Campaign management

Easy & quick campaign control – create, stop, start, load.
No programming; No DB query; No SQL.

User management

User creation, access control, privileges.
Skill grading for users.
User grouping.

Dynamic CRM

Instant campaign wise CRM;
No coding; No scripting.

IVRS

ACD, Queue management, Callback management.
Integrate with DB/ERP/CBS, speech engines.

Dashboards

Real time dashboards for agents, channel, queue, campaign, dialer statuses.

Voice logger

100% or on-demand voice logging.

QC Tool

QC tool to search & playback logs
Search on dispositions, campaigns, agent ids, date-time or caller ids.

Remote agent

Thin-client browser based access for remote agents with call handling using hard phones or SIP phones.

Integrations

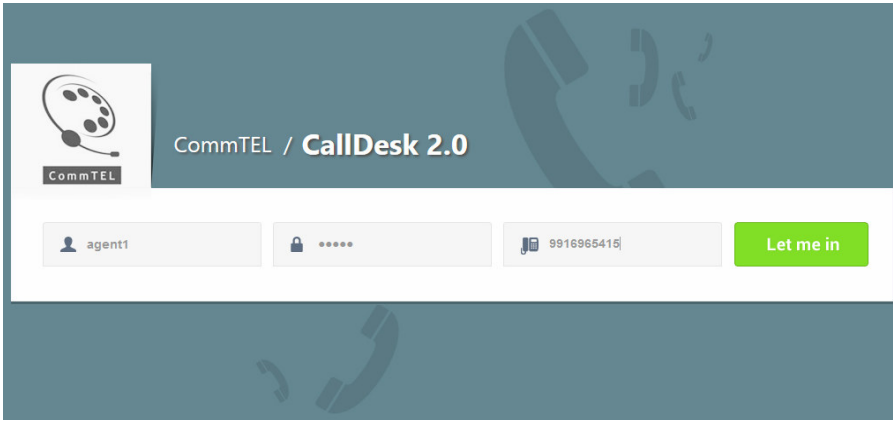
ERPs, CRMs, enterprise PBXes, CTI layers, hard phones.
Trunks – PRI, GSM, SS7, POTS.



Multi application areas

- **End-to-end call center** – this is the default implementation of CIMS for enterprises, BPOs, helpdesks, etc.
- **ECRS** – emergency comm. & response system with concurrent dialer, emergency console, color codes mapped buildings & emergencies.
- **Phone-banking IVR** – capable of integrating with core banking systems using ISO compliant modules.
- **Call-back manager** – instant allocation & call back for missed or abandoned calls. Comes with data popup.
- **Service call router** – auto-routing of calls based on CLI to pre-mapped service centers.
- **IVRS** – CSAT, speech enabled, self-service, survey, payments.

Some screen shots



Remote login

CallTime	PhoneNo	File	Duration	Disposition	Select	Play
2011-1-11 11:29:40	2101	suman1_2101_1_20110111112940	null	Answer	<input checked="" type="checkbox"/>	▶
2011-1-14 14:01:50	2101	suman1_2101_3_20110114140151	null	Answer	<input type="checkbox"/>	▶
2011-1-14 14:04:36	2101	suman1_2101_4_20110114140436	null	Answer	<input type="checkbox"/>	▶
2011-1-18 11:09:03	2101	suman1_2101_73_20110118110903	null	Answer	<input type="checkbox"/>	▶
2011-1-18 11:11:08	2101	suman1_2101_74_20110118111108	null	Answer	<input type="checkbox"/>	▶
2011-1-18 11:12:18	2101	suman1_2101_75_20110118111218	null	Answer	<input type="checkbox"/>	▶

QC tool Media player

Agent	ExtnsNo	ExtnsState	PhoneNo	OnTime	Active	ACW	NotReady	Preview	Ready	Calls	CallTime	CallBacks
KALPANA	2103	NotInUse	18:21	02:07:19	00:09:22	00:38:54	00:00:00	02:37:53	132	00:57	0	
MAHATAB	2135	NotInUse	18:01	00:46:33	00:53:46	00:27:36	00:00:00	01:12:01	59	00:47	0	
PAVITHRAR	2105	NotInUse	47:08	00:27:20	00:13:16	00:39:24	00:00:00	03:58:30	53	00:30	0	
PRASANNAKUMAR	2110	NotInUse	17:26	00:02:28	00:00:34	00:00:00	00:00:00	00:06:14	4	00:37	0	
PRECILLAR	2114	NotInUse	17:04	00:20:43	00:12:34	00:05:50	00:00:00	00:40:33	55	00:22	0	
nandini	2120	NotInUse	51:48	00:12:06	00:01:19	00:00:00	00:00:00	00:38:08	15	00:48	0	
shalini	2106	NotInUse	19:11	02:01:48	00:37:52	00:29:51	00:00:00	02:31:39	152	00:48	0	
veena	2104	InUse	17:18	00:20:18	00:12:18	00:00:00	00:00:00	00:08:49	19	01:04	0	

Real time monitoring

CORE – makes monitoring possible from anywhere



Crosscode Common Reporting Engine (CORE) is a truly unified reporting engine that can talk to diverse existing platforms, extract data and provide a uniform and intuitive reporting interface to the management.

- CORE works on your existing databases or applications.
- CORE does not need any data upload, migration, etc.
- Charts & report templates can be customised as per business or reporting needs.
- It has a responsive interface and can be used across PCs, laptops, tabs, smart phones.

CORE for Mobility with Monitoring

Dialer Disposition Chart

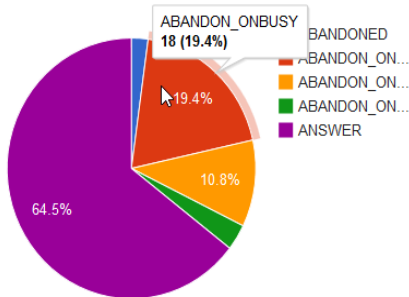
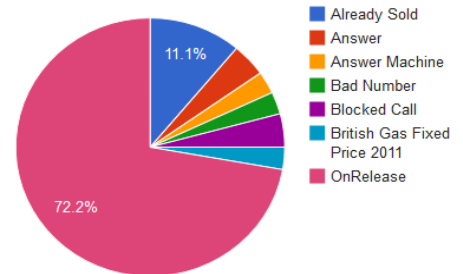


Chart display

Agent Disposition Chart



Data display in HTML, when needed export to XLS or PDF

INSReconciliationReport										
SI No.	Policy No	Policy Issue Date	Auto Debit Status	Vehicle RegnNo	Cheque No	Reconciliation Instrument Drawn On	Reconciliation Instrument Date	MUL Deposit No	Reconciliation Date	Gross Total Premium
1	MOP1747743	1-03-13	Normal	--	483027	VIJAYA BANK	1-03-13	--		12651
2	MOP1747744	1-03-13	Normal	--	483028	VIJAYA BANK	1-03-13	--		12790
3	MOP1747746	1-03-13	Normal	--	483030	VIJAYA BANK	1-03-13	--		12651
4	MOP1747750	1-03-13	Normal	--	483029	VIJAYA BANK	1-03-13	--		12651
5	MOP1747748	1-03-13	Normal	--	483032	VIJAYA BANK	1-03-13	--		12790
6	MOP1747747	1-03-13	Normal	--	483031	VIJAYA BANK	1-03-13	--		13388
7	MOP1747749	1-03-13	Normal	--	483033	VIJAYA BANK	1-03-13	--		12790
8	35101031126132716220	1-03-13	Normal	--	483035	VIJAYA BANK	1-03-13	--		22552
9	MOP1748037	1-03-13	Normal	--	483038	VIJAYA BANK	1-03-13	--		14117
10	MOP1748052	1-03-13	Normal	--	483039	VIJAYA BANK	1-03-13	--		23088

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Why Crosscode?

- A **technology** that molds itself to your current and future requirements in terms of capabilities, features, scale & reliability.
- A **commercial model** that is true and mitigates the risk of a substantial financial investment.
- A **team** that has the necessary expertise and experience on the implemented platform and the call center domain to provide solutions that are effective and productive



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