

# CrossDial Field Calling Mobile Application

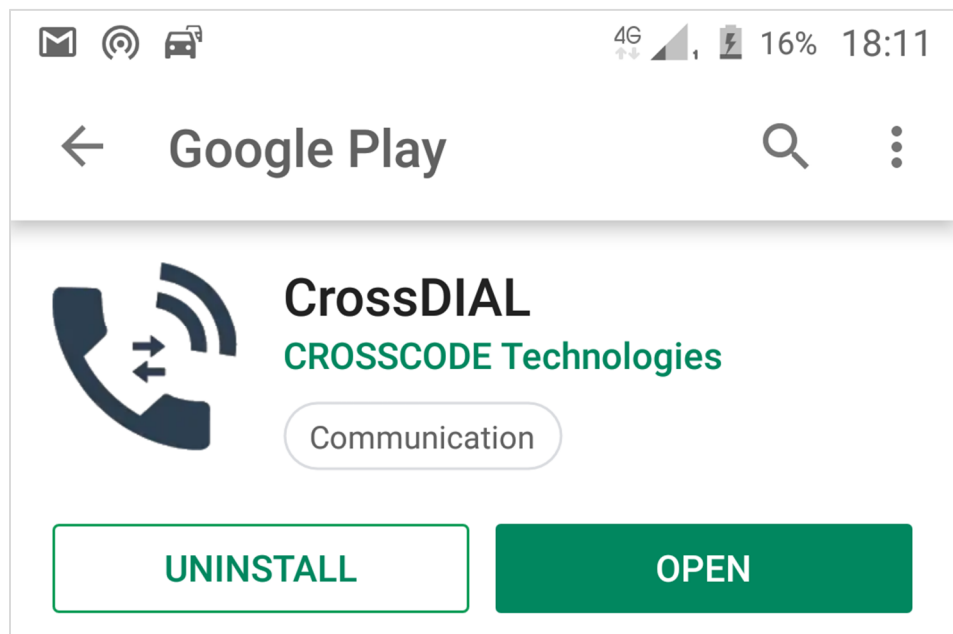
Be on field but still use the office PRI

CrossDial is a unique mobile application that enables on-field executives to make calls through the centralised PRI or telephony trunk of the enterprise, but using their mobile phones.

# What is CrossDial?

- CrossDial is an Android based call routing application.
- Needs a 4G enabled SIM Card and connection on the phone.
- Enables field executives to use their mobiles for call handling.
- But the actual call dial out happens from the enterprise's PRI or SIP or any other central telephony trunk.
- Syncs with on phone contact list of the field executive.
- Enterprise will have centralized call recordings.
- All CDR based reports will be centralised.
- All calls initiated on CrossDial will be available for centralized QC (in case CIMS platform is used).

## Home screen shortcut

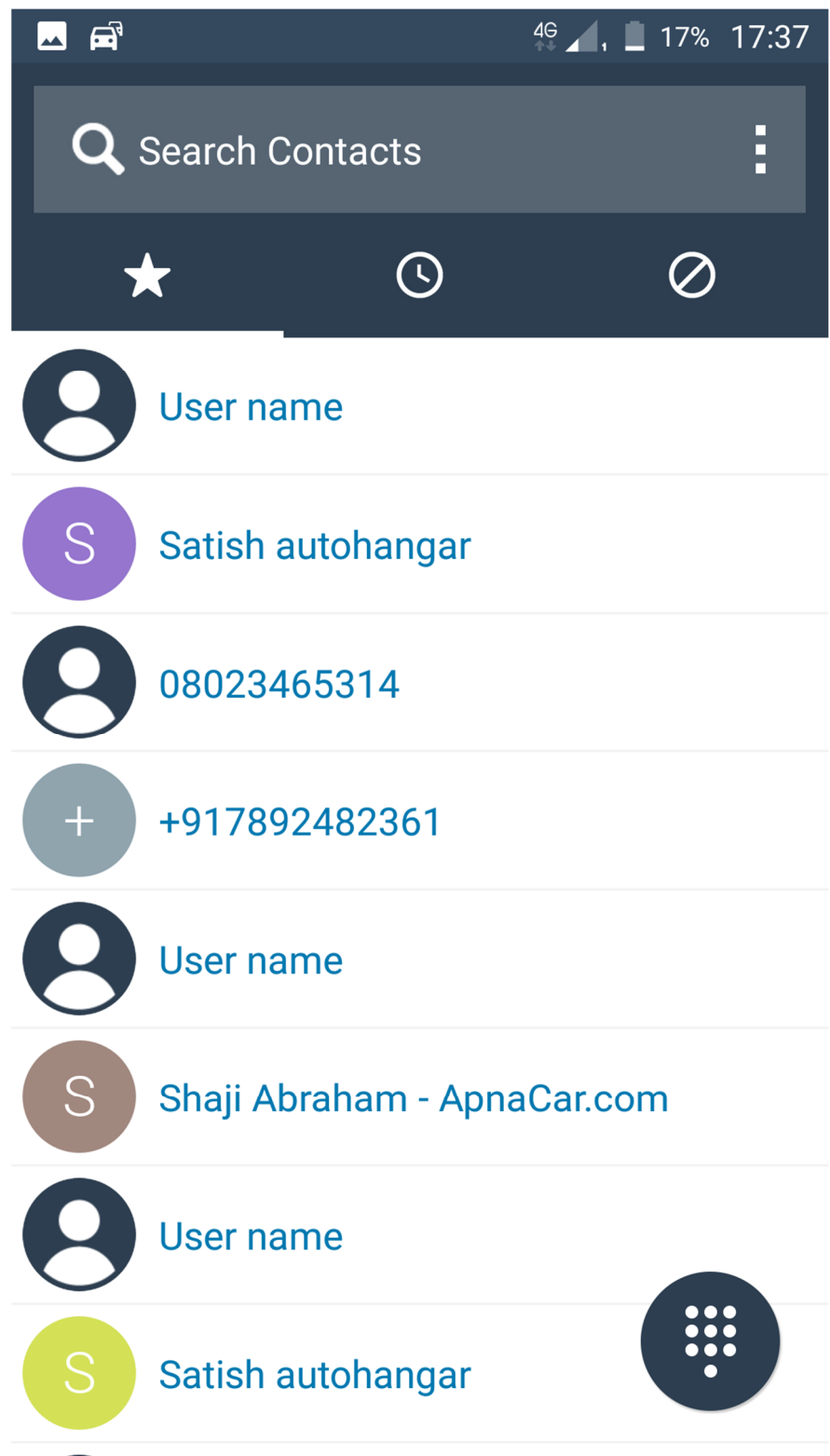


- Is available on Google Play Store. Free download & install.
- Get in touch with us for the solution – [enquiry@crosscode.in](mailto:enquiry@crosscode.in)



## Favourites

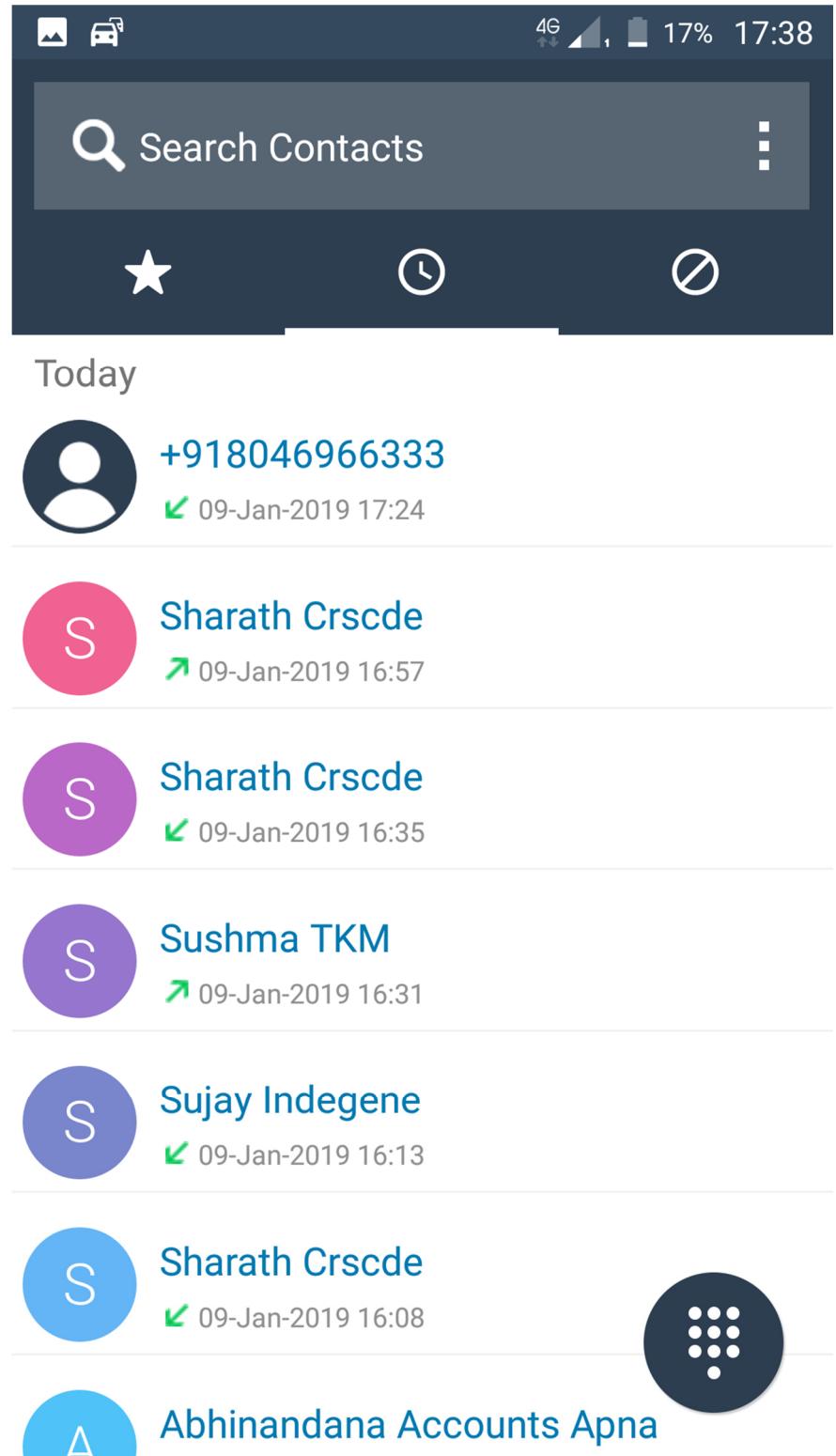
- This is the Favourites screen.
- Lists the most frequently dialled numbers.
- The user can simply tap on any number and initiate a dial out.





## Call log

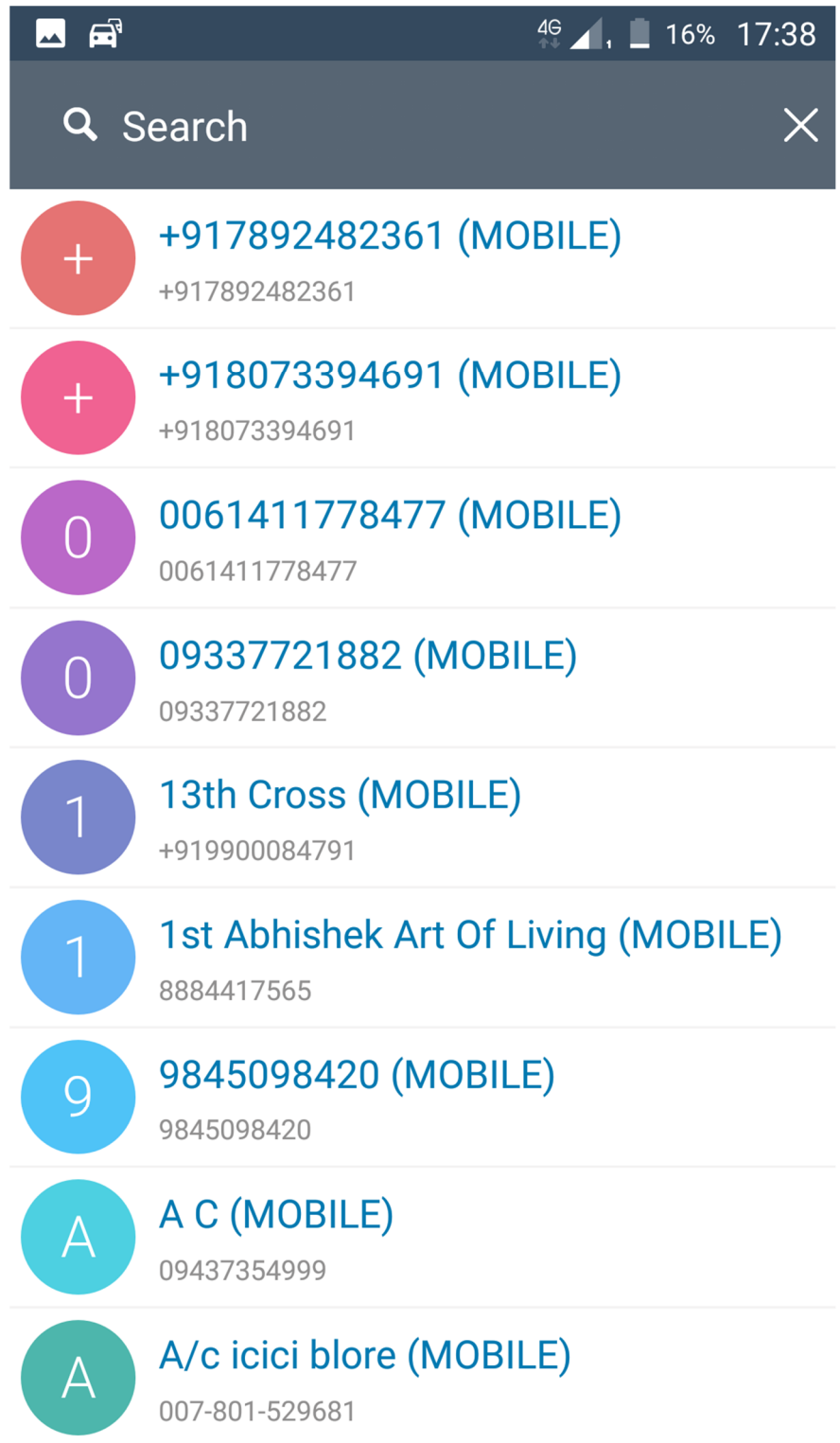
- This is the Call Log screen.
- Lists the last dialled or received calls.
- The user can simply tap on any number and initiate a dial out.





## Search

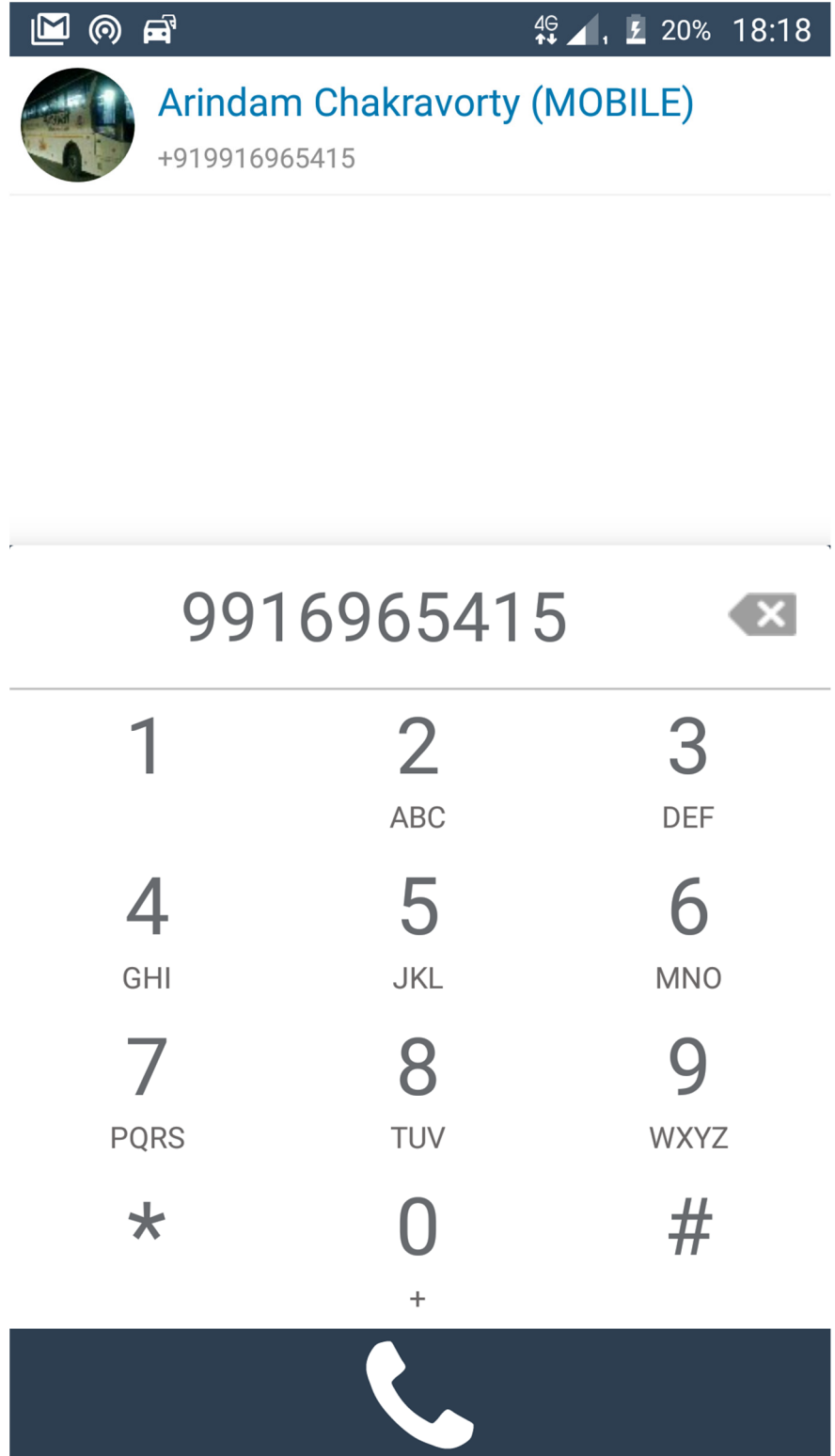
- This is the Search Contacts screen.
- This is synced with the phone's native contact list.
- Easy search as usual on the search bar
- The user can simply tap on any number and initiate a dial out.





## Dial pad

- This is the Dial Pad screen.
- This is synced with the phone's native contact list.
- Key in any new number to dial out.
- The user can simply tap on any number and initiate a dial out.



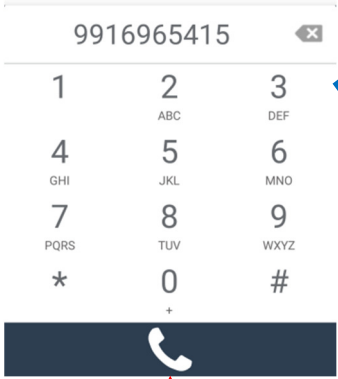
CALL FLOW STEPS



CrossDial App

**Field Executive**

Arindam Chakravorty (MOBILE)  
+919916965415



Web request for initiating Dialout

Outbound call to FE mobile from office PRI

CrossDial Switching Server



Outbound call to Customer phone from office PRI

Customer phone



# 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 honest 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
- **Flexible** port configurations as per requirements.



Crosscode Technologies Private Limited,  
E – enquiry@crosscode.in  
C – +91.99169.65415  
W – www.crosscode.in