

Crosscode CrossX IPPBX

A smart & feature-rich software IPPBX that can meet & exceed enterprise telecom requirements. Ideal for enterprise usage, IVRS, Auto-dialer (OBD) campaigns.

Crosscode CrossX IPPBX is a feature rich, future ready, smart IPPBX platform which offers all the flexibility and intelligence of a software based enterprise platform.

CrossX offers all the standard features that are available on an EPBX for office operations. The platform also provides advanced features like IVRS, Voice logging, database dips, CRM/ERP integrations.

Been there, done that

- **Emergency Communication & Response System (ECRS)** setup for medical & non-medical emergencies .at a 1200 bed super specialty hospital.
- Unique **SS7 to E1/SIP 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.
- **Enterprise IPPBX platform** for a leading global network solutions provider, connecting India, UK & US operations using local & international PRIs.
- Supports **call operations** across hundreds of seats across multiple BPOs & customer care operations..

- Give a better call experience & services to callers.
- Gives a professional and 24x7 kind of service feel to caller.
- No missed calls, no abandoned calls.
- Record all calls, get to know customer's voice.
- Easy, in-depth reporting with easy to use graphs, data reports. Keep track of call usage.

CrossX is a proven business enabler.



Better your customer interaction with CrossX

Feature list

Smart PBX

- All standard EPBX functions are supported.
- Multi-party conference, 1-step, 2-step transfer
- Call hold / release; Customised Music on Hold.

Telecom Link

- Supports all PSTN links – PRI, E1, POTS, GSM, SS7.
- Supports all IP Links – SIP, H.323.
- Supports SIP PRI.

Phone / Extension Equipment

- Use standard analog desk phones.
- Use IP Desk phones
- Use soft phones in PC, laptop.
- Use smart phones or tablets with Wifi SIP endpoints

Call Hunting

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

CRM/ERP/DB Integrations

- Capable of database dips from IVR;
- Can integrate with 3rd party ERP over API/Web services.

IVRS & Call Blaster

- ACD, Queue management, Callback management, OBD.
- Integrates with speech engines.
- Auto-dialer for call blasting campaigns.

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.

Telephony Integrations

- With enterprise PBXes, CTI platforms, hard IP phones.

Business hours configurations

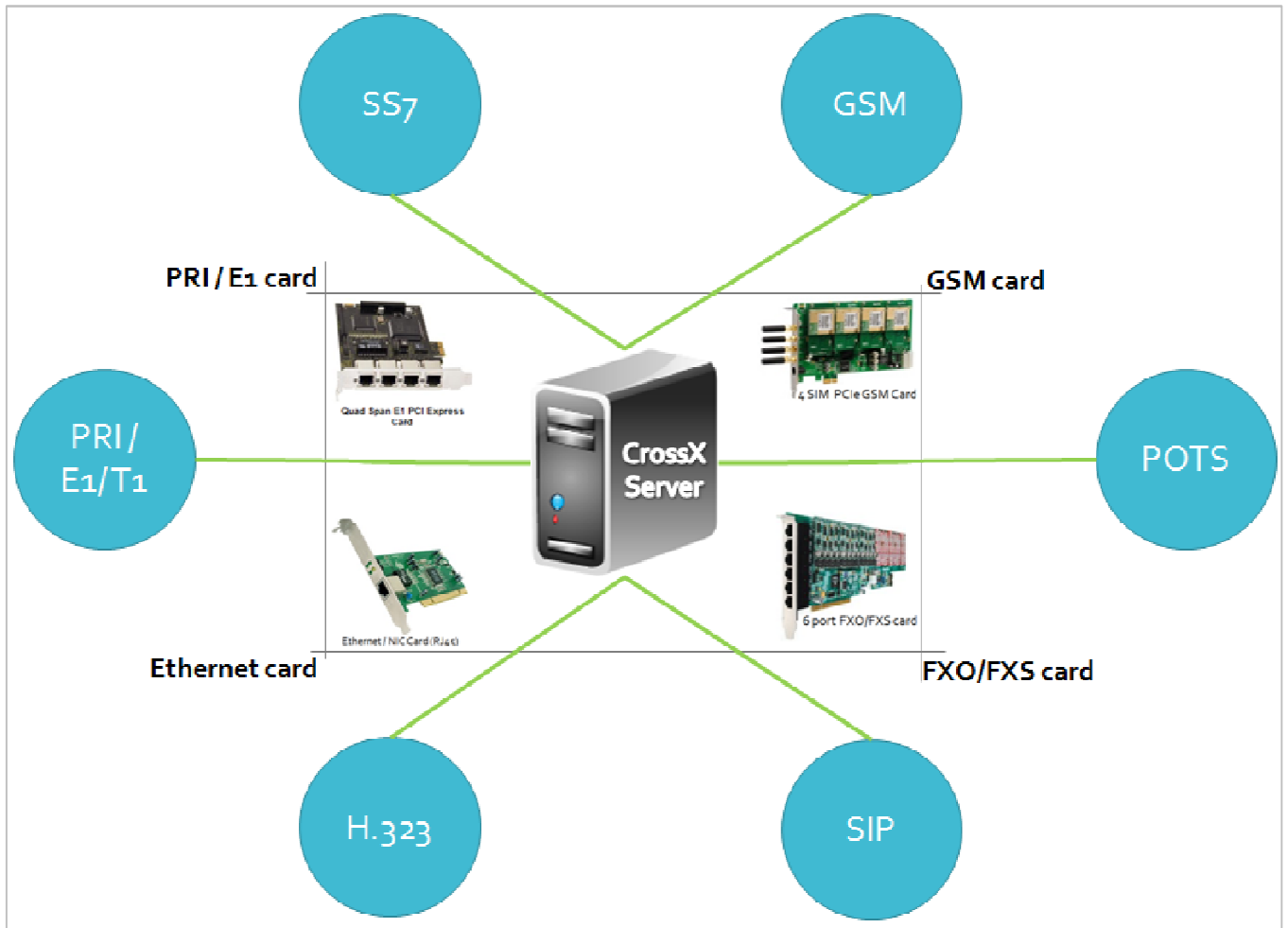
- Configure voicemail to email.
- Configure callback announcements
- Configure call routing to mobile for Registered Numbers.



Multi application areas

- **Enterprise IPPBX** – this is the default implementation of CrossX for enterprises, 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



Various implementation possibilities

The screenshot shows the QC tool Media player interface. It features a search form for call records, a media player control bar, and a table of call records.

Search Form:

- Campaign: [Dropdown]
- Agents: suman1
- Disposition: Answer
- From: 1/1/2011 14:01:46
- To: 25/1/2011 14:01:51
- Submit
- PhoneNO: 2101
- Search

Media Player:

- File Name: [Text]
- Progress: 0% 00:00 / 00:00
- Controls: Play, Stop, Previous, Next, Fullscreen

Call Record Table:

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"/>	▶

Download

QC tool Media player

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

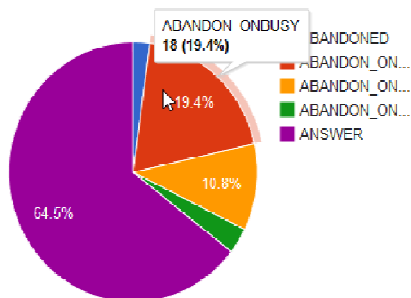
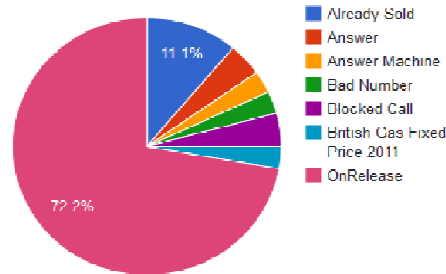


Chart display

Agent Disposition Chart



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

INSReconciliationReport										
Sl 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

First Prev 1 - 10 of 17613 Next Last

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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