IN TRK incident ticketing & tracking platform

An enterprise wide intelligent incident ticketing & tracking platform for Infrastructure Management Services

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crosscode™
CROSSCODE Technologies Private Limited

Crosscode timeline

2012 — Founded in Nov, 2012.
Focus – customer interaction & process automation.
Products – CIMS, CrossX – contact center & telecom solutions
Domains – retail, healthcare, banking, automotive.

2014 — Govt of Karnataka signs up Crosscode.
Dept. Of AHVS implements Crosscode CIMS for state wide helpline.
Products – IN TRK, CLM Platform Automotive
Domains added – Utility services, Telecom.

2017 — Sign-ups with Mercedes Benz, GTL, TCL. Zeiss
National helpdesk of entire Mercedes customer base on our platform.
GTL puts 33,000 towers incident tracking with dialer on Crosscode
Platform hosted as a Cloud Service.

2019 — Election Commission 1950 on Crosscode platform
Crosscode provides the tech platform for the Election Commission helpline
for Parliament Elections 2019 for entire state of Karnataka.
Bespoke application development on Python for a major DRDO project.

Mission critical solutions*, 200+ installations.

*Call centers, e-Governance, Complaint Tracking, Process Automation, Remote Asset Monitoring, Mobility Solutions.
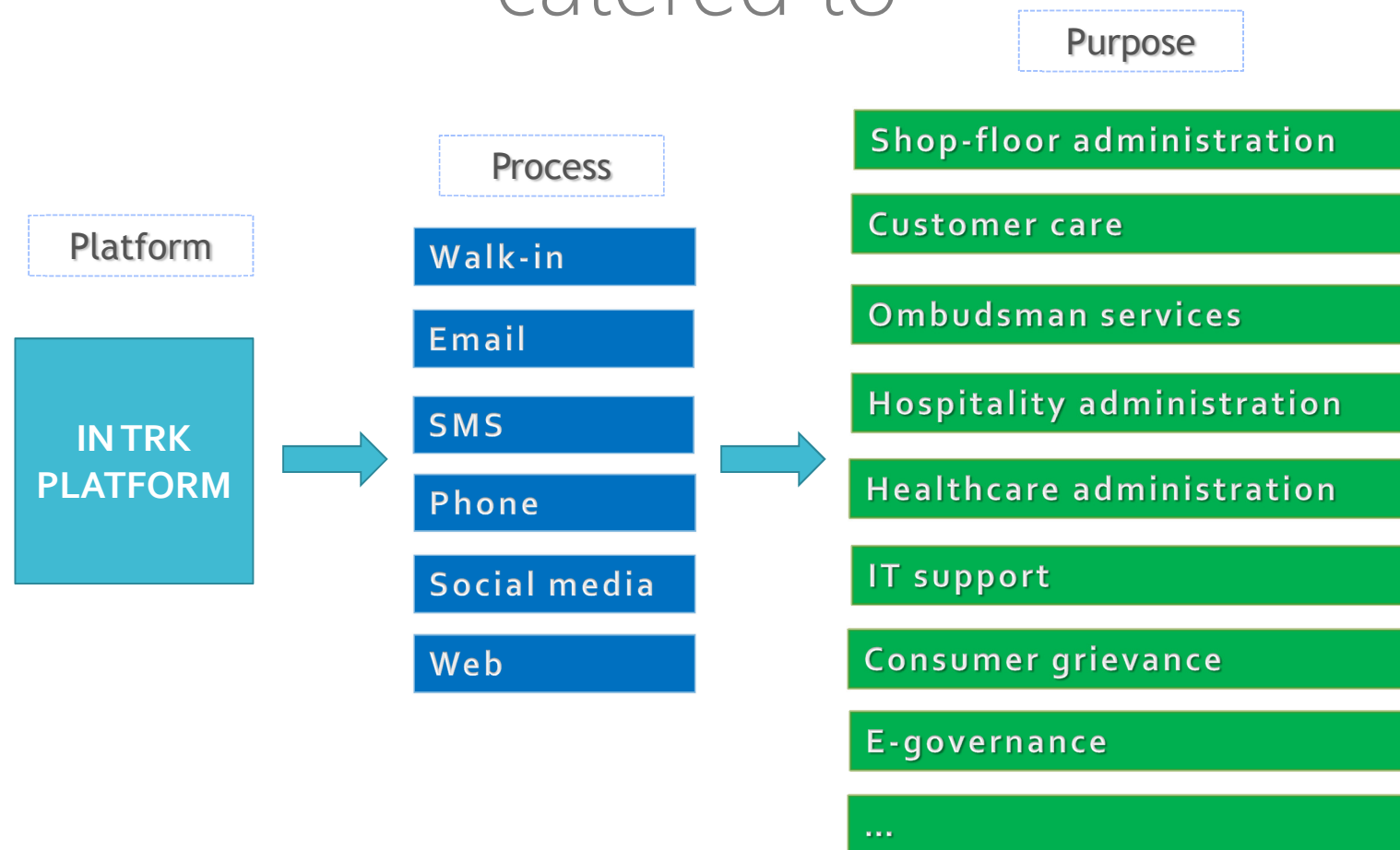
Still trying to fit your requirement into the software you bought…

Do it the other way round using BALM INTRK

…

A wide range of enterprise operations can be catered to

Purpose

Process

Platform

IN TRK PLATFORM

Process
Walk-in
Email
SMS
Phone
Social media
Web

Purpose
Shop-floor administration
Customer care
Ombudsman services
Hospitality administration
Healthcare administration
IT support
Consumer grievance
E-governance
...

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IN TRK supports multiple modes of ticket traversal – a 1st in similar platforms

Vertical

- Moves to the next higher designation level in the organisational hierarchy.
- Also known as **Escalation**.
- Typically used in situations of SLA breach.
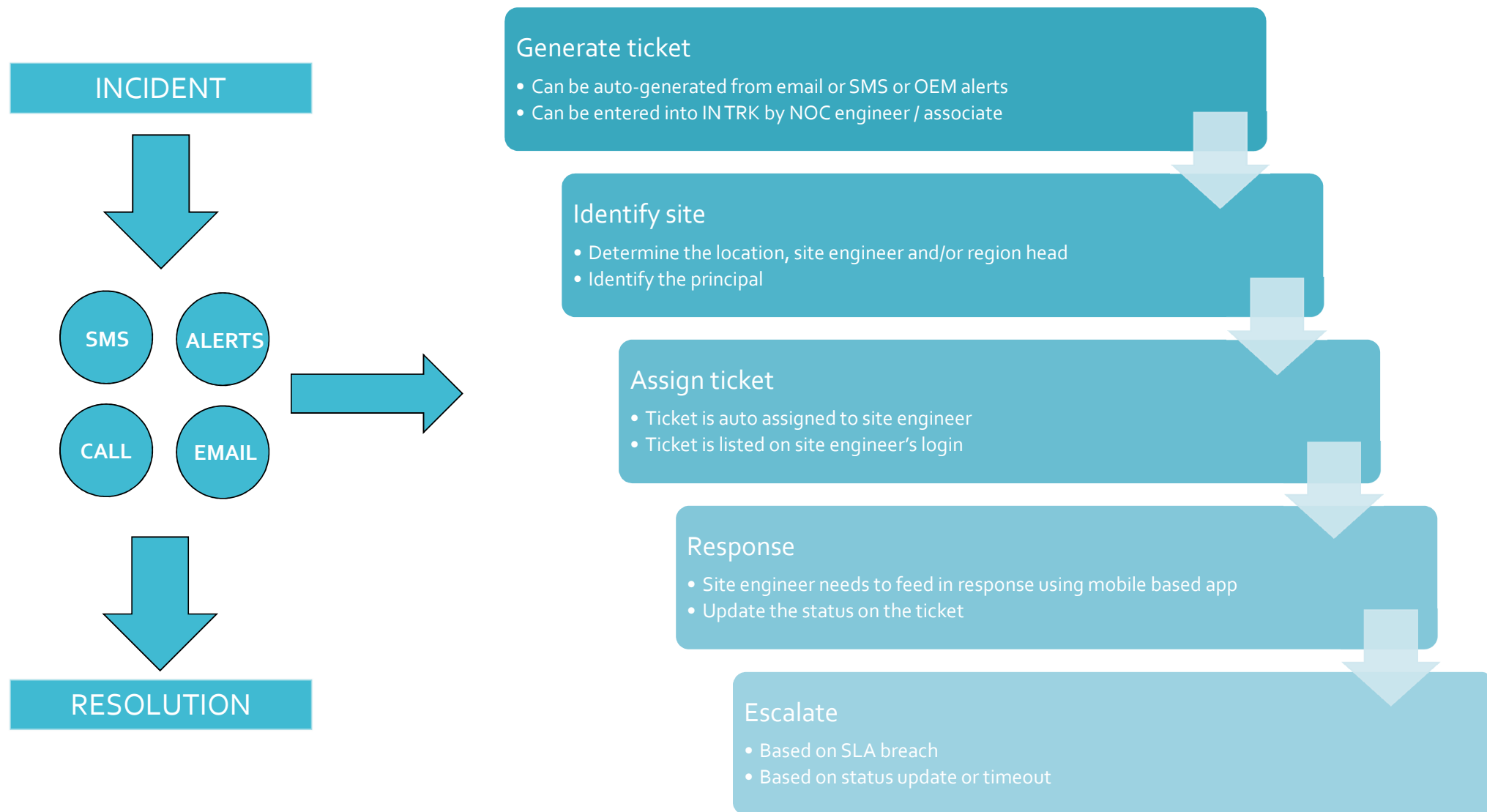
Horizontal

- Moves across departments but at the same designation level.
- Also known as **Propagation**.
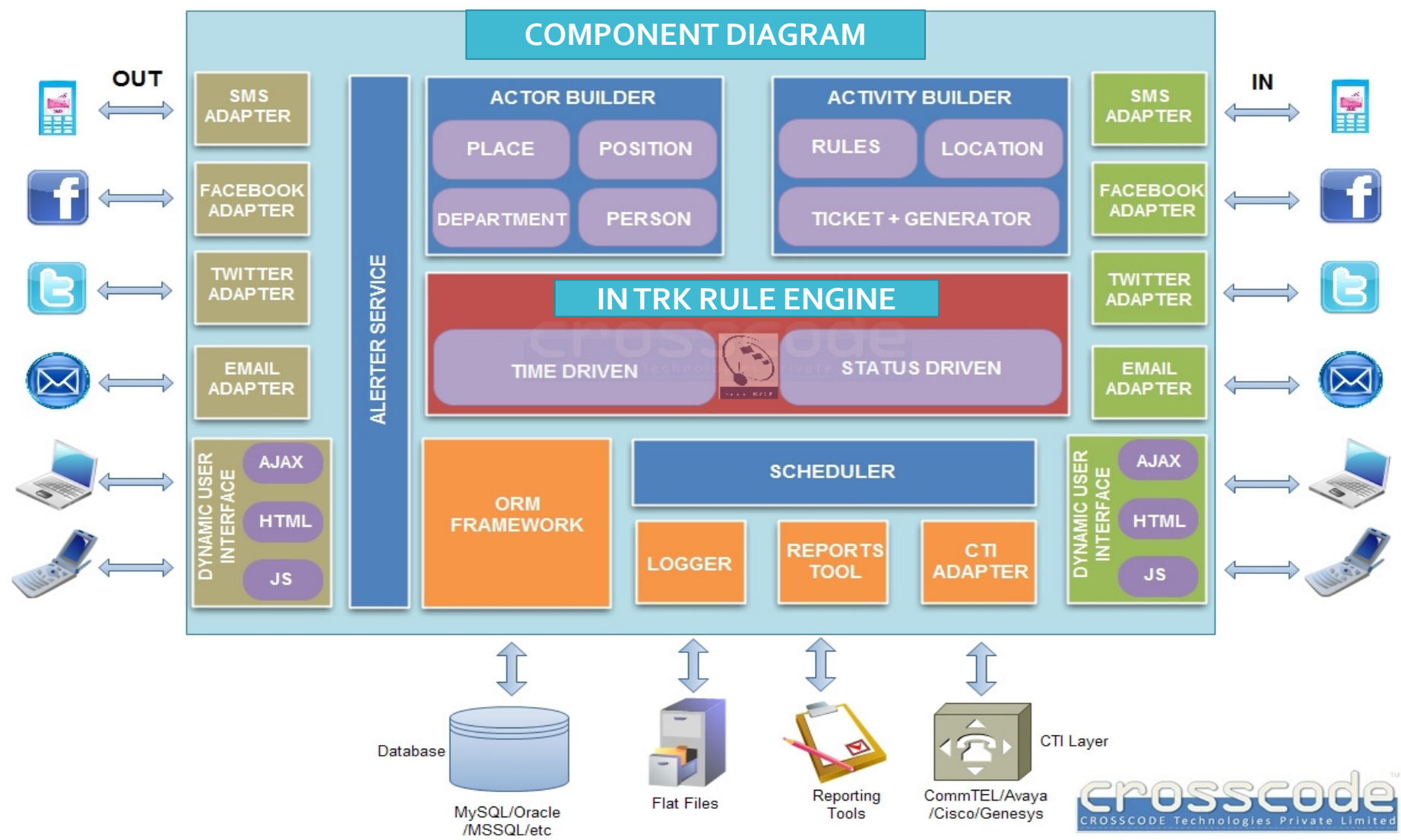- Used in situations where ticket resolution is dependent on inter-department operations

Parallel

- Assigned to multiple assignees and usually merges at some level for final ticket resolution
- Also known as **Bifurcation**.
- Used in situations where parallel work on the same ticket is required.

- Micro-level configurability allows an exact fit to your requirements from the platform

- Scalable & modular architecture allows for rapid ramp-up & plug-n-play of features

- IN TRK is a High-Availability ready with built-in failover mechanisms

- Platform comes with a robust & intelligent rule & escalation engine that can be configured easily using a intuitive UI

- Propagation of tickets to "owners" is single-step & linear, leading to faster resolutions

- Can be used in different avatars – call based, counter based, kiosk based, Web based

- Easy to integrate with enterprise applications like SAP, Siebel, Salesforce, etc

- Easy to integrate with enterprise telephony platforms like Avaya, Cisco, Genesys, etc

- Seamlessly coupled with Crosscode's CommTEL Call Center Platform

- Easy to integrate with SMS gateways or alternatively can use GSM modems for SMS

- User interfaces have been designed with the logical flow of ticket in mind, thus leading to easier training & quicker adoption by users

- Admin interfaces are comprehensive & 'to-the-point'. Focus has been to make the tools & dashboards accessible with fewest clicks

- Real time alerter service is part of the platform which can be used to broadcast critical messages across all users

- Standard and customizable reports are available

- 24x7 support desk by IN TRK's developer team, hence support is fast & effective, without any loops or dependencies

- A commercial model that can scale with growth in requirement, thereby mitigating risk

Detailed feature list is in the appendix at the end of this presentation, mail us at enquiry@crosscode.in for more details

Probable incident ticket flow

INCIDENT

- SMS
- ALERTS
- CALL
- EMAIL

RESOLUTION

Generate ticket
- Can be auto-generated from email or SMS or OEM alerts
- Can be entered into IN TRK by NOC engineer / associate

Identify site
- Determine the location, site engineer and/or region head
- Identify the principal

Assign ticket
- Ticket is auto assigned to site engineer
- Ticket is listed on site engineer's login

Response
- Site engineer needs to feed in response using mobile based app
- Update the status on the ticket

Escalate
- Based on SLA breach
- Based on status update or timeout

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- Support and services

- Our capabilities

- Commercial model

- Summary of benefits

- **Fast & effective** - being a completely in-house built platform, the team is completely in control of the platform and every member knows the platform in its complete technical detail. Hence any support request gets identified and resolved effectively and fast.

- **Single point of contact** - a phone call to our support desk is the only thing you need to do when you need us and the resolution will also be provided that support desk only. We don't have any dependencies with regards to CommTEL on any other 3rd party and hence your service requests get responded to and complied with, without any mailing loops or long drawn multi-party conference calls.

- **Single point of responsibility** - we own full responsibility of the IN TRK platform implementation that we undertake for you, the buck stops with us. So you don't have to waste time with us in convincing us that you need support on IN TRK. If its an issue with regards to IN TRK, we resolve it with full ownership.

- **Problem solving approach** - from the initial requirement gathering, solution propositioning to the implementation and support, our interactions with your teams will always be with a problem solving approach. We will always come back to you with the most economically & technically viable solution.

- **Availability** - 24x7 support desk on phone, email, chat.

- **Extended team** - we will assist your technical / IT / system admin team to resolve issues with your telecom operators.

- Cross platform experience - we bring with us an in-depth and exhaustive understanding and experience of most of the major platforms in the call center market, namely Avaya, Cisco, Genesys, etc.

- Telecom integration - we have done implementations where complex integrations are required with existing legacy devices, which helps the client to re-use investments already made. For example we have had integrations with Avaya, Cisco, Ericsson, Siemens, Nortel PBX systems which has allowed our clients to continue using their existing telecom infrastructure without any stoppage or loss or waste of resources or time.

- Application integration - we have designed, developed & deployed complex application integrations with enterprise wide CRM or ERP systems which could be Java applets based (Oracle Forms) or Client based (Talisma) or any Web based system.

- Productivity consultation - we can assist your operations or business team to identify ways and means of extracting maximum productivity out of the call center's resources - agents, channels, platform..

- ## Managed Service - this is a long term and very tightly coupled mode of engagement where we provide our technology, services and support as an extended team of the client
    - **Payment model** – monthly rental on a "per seat per month" model
    - **Contract** – both parties sign the Crosscode Managed Services Contract for a period of 3 years, subsequently renewable on a yearly basis
    - **Implementation** – implementation commences upon the signing of the contract and the payment of the applicable implementation charges.
    - **Support** – support & services on the platform are part of the engagement and are not charged separately.
    - **Change requests** – changes on the platform will be accommodated within the cost. But any new feature development will be scoped & charged separately.

- ## Purchase model - this is a one time buy-out model where the client pays for a determined number of seats
    - **Payment model** – this is a one time purchase model where the client has to pay 50% of the order value with the Purchase Order and rest upon completion of implementation. There will be no dependency on go-live or signoff from the client side.
    - **Purchase Order** – the client needs to issue a Purchase order to Crosscode with complete commercial & deliverable details.
    - **Implementation** – implementation commences upon receipt of the PO and the payment.
    - **Support** – support & services on the platform are covered under an AMC @ 20% of the current implementation value. This AMC amount is payable yearly in advance.
    - **Change requests** – any development effort for a change or new feature will be scoped & charged separately.

- A technology that moulds 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

Welcome to the world of costomized* enterprise solutions

*

costomized - 2 dictionary results

cos·tom·ize 🔊 +♥

[kohs-*tuh*-mahyz] [?] Show IPA

—*verb (used with object)* -ized, -iz·ing.
to modify or build according to individual or personal specification
and budget   : *to costomize*

thanking you...

Crosscode Technologies Pvt. Ltd.,
No 478, 2nd Floor, 1st Main Road,
Anand Nagar,
Bangalore – 560024, India
W: www.crosscode.in
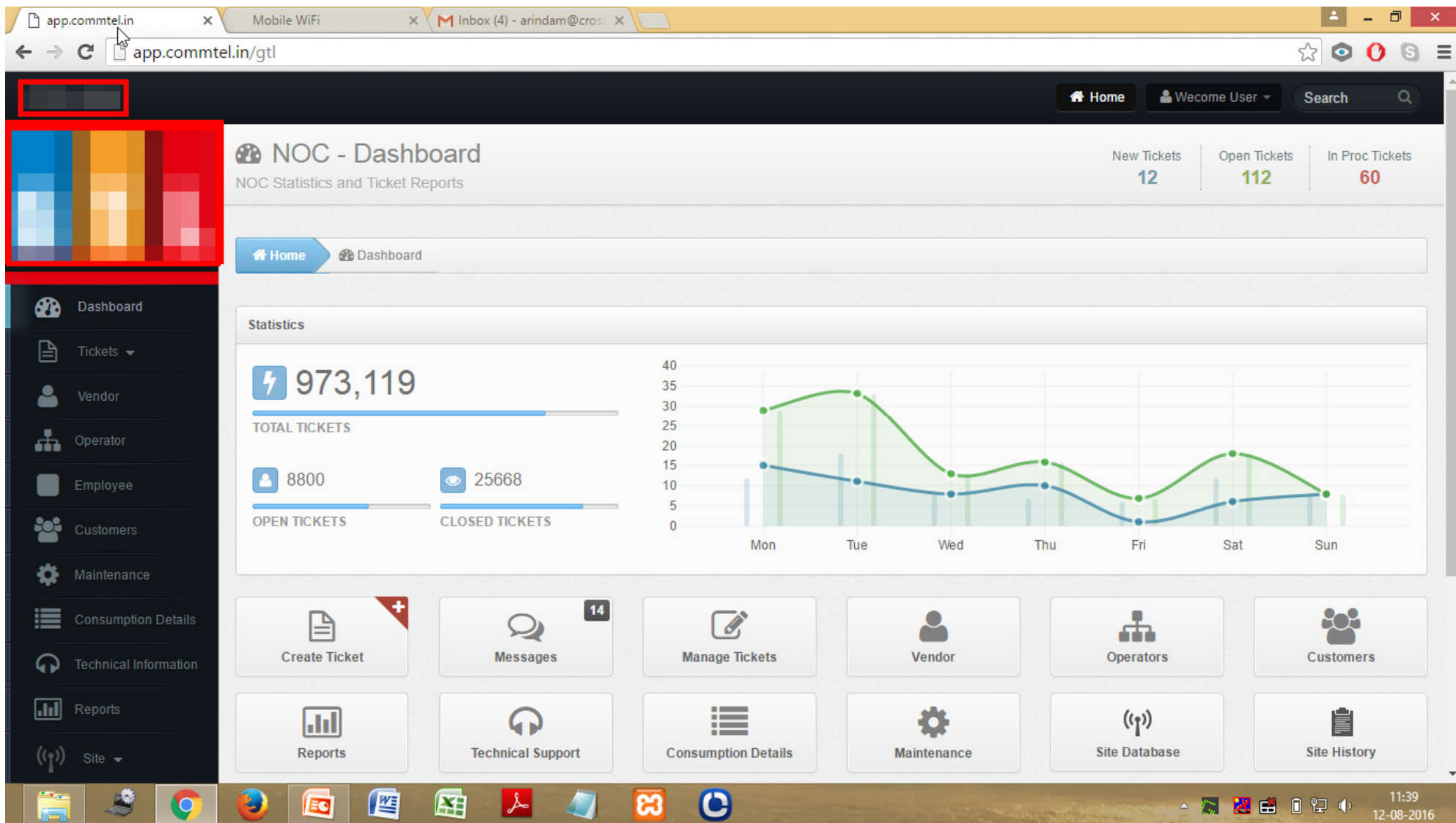
| | Create Ticket | | Messages **14** | | Manage Tickets | | Vendor | | Operators |

| | Reports | | Technical Support | | Consumption Details | | Maintenance | | Site Database |

Priority Tasks

		Task	Status
⇄	⚙	Doing the dew	Active
↻	⚙	Doing some stuff	In Proc
✔	⚙	Build the prototype	Completed
↻	⚙	Fixing bugs	In Proc

Screenshots

NOC - Create Ticket
Creating and manage the tickets.

New Tickets	Open Tickets	In Proc Tickets
12	112	60

Home > Tickets > Create Ticket

Ticket Type **Organization**

○ Incident Reporting   ○ Change Request   [GTL Infrastructure ▼]

Site Details

Site ID		Choose Site Type ▼	Country
Site Name		Service Type	
GIL Site ID		No.of DGs	
Operator Site ID		Tenancy	

Fault Description

| Call Received From | Fault Category | Fault / Alarm Received |
| GTL MH OMCR ▼ | category ▼ | Test TT ▼ |

Records / Updates

[   ]

Ticket Assignment

Ticket Status ▼	Choose Customer ▼
Assigned To	Choose Vendor ▼
Assigned By	Choose Operator ▼

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Available Onsite Team(Vendor) | Available Onsite Team

Search: [_____]   Show [10 ▼] entries

Employee ID ▲	Full Name ▼	Designation ▼	Cell No ▼	Vendor ▼
4578975	Arun Kumar	Cluster Engineer	9897989788 ☎	GTL
8799878	Anand Bhosale	Technician	9876543212 ☎	GTL
8799878	Anand Bhosale	Cluster Engineer	9876543212 ☎	GTL
8799878	Anand Bhosale	Circle Manager	9876543212 ☎	GTL
78994546	Ashis Banayak	Technician	9897989788 ☎	GTL
78994546	Ashis Banayak	Cluster Engineer	9897989788 ☎	GTL
78994546	Ashis Banayak	Circle Manager	9897989788 ☎	GTL

Showing 1 to 7 of 7 entries   First Previous [1] Next Last

Customers | FLM Sheet

Site ID	Site Name	Vendor ID	Vendor Name	Circle	Contact Begin Date	Contact End Date
000010015	APHYD808	789445	Asha	Karnataka	6/3/2013 09:30AM	7/3/2013 09:30AM
000010015	APHYD808	789445	Asha	Karnataka	6/3/2013 09:30AM	7/3/2013 09:30AM

FLEXIBILITY

Rule driven and not requirement driven
Based on business logic & not technical specifications
No hard coded binding to specific field names, etc
Application is completely independent of any UI or DB changes
User interface changes are configuration based & not hard coded
DB changes are configuration based
Platform can fit into process & not the other way round

TICKET

Components of a ticket are fixed
Properties of each component can be micro-configured
Data or label for any property can be dynamically configured
Allows Severity levels as per process / business need
Allows priority levels as per process / business need
Allows categorization of a ticket to required depth levels
Micro-categorization of a ticket helps pin-pointing owner
Accurate assignment of ticket leading to faster resolutions
Business data for a ticket can be as per requirement
Any business entity can be associated with a ticket
Tickets identified & searched using unique ticket id

OWNER

Owner is a virtual person or a placeholder
Tickets that are raised, are assigned to an owner
Owners can be formed on the basis of Place
Owners can be formed on the basis of Position
Owners can be formed on the basis of Departments
Owners can be formed on the basis of Person
Owners could be a combination of any of the above component
Properties of any component can be changed as needed
Data or label for any property can be dynamically configured

RULES

Rules are formed as a combination of Ticket & Owner
Rules are defined using a intuitive UI
Rules can be micro-configured
Rules can be changed as per business requirements on the fly
Rule creation / modification does not need any down times
Service SLAs will govern the formation of rules
Rules can be searched on the basis of Rule names

ESCALATION

Escalation can be time driven

Escalation can be status driven

Escalation can happen intra-department

Escalation can happen inter-department

Escalation could be vertical – as per organization structure

Escalation could be horizontal – as per owner availability

Escalation is automated & beyond the control of any user

Escalation is driven by the Rule Engine as per defined rules

Escalation is the physical implementation of the Service SLAs

Escalation for every ticket is completely logged & auditable

Every step in the escalation matrix triggers an alert

Ticket status can be changed at each step of the escalation

ORM Framework

IN TRK is based on the Object Relational Model framework

IN TRK is completely independent of the RDBMS backend

IN TRK provides a completely configurable UI

Any & all configurations effected on the UI are updated on the DB

Adapters

IN TRK comes with a host of external tool adapters

IN TRK can hook with leading CTIs like CommTEL, Genesys, Aspect, Avaya, Cisco

IN TRK can interface with Email

IN TRK can interface with SMS

IN TRK interfaces with Facebook, Twitter

All these media can be used as both input & output mechanisms

ACCESS MODES

IN TRK can be accessed as part of a LAN based setup

IN TRK can be hosted at a data center with a P2P link

IN TRK users can be using it across the Web

IN TRK can be accessed from a kiosk

SMS based inputs / alerts from IN TRK are possible

Users can call into a call center and log tickets on IN TRK

IN TRK can interface with IVRS for ticket logging