



Jodo Basic Connect. Communicate. Grow.

With Jodo Basic supercharge your phone communication services & connect your businesses, employees, & customers seamlessly.

Jodo Jodo Basic Phone Solutions

Unified Cloud. Up & Running In Hours.



Distributed Architecture

Multi-tenant, Supports multi-country 1800
telecom compliances & terminations



Open APIs for easy Integration with business apps & platforms

- Embed and handle calls in any business application or software



Ensure Business Continuity

Supports High availability & Disaster Recovery



Advanced Analytics

Agents & Managers get access to wallboards,
dashboards, & reporting tools



Subscription Based – No Capital Investment

- Jodo Private Cloud for Enterprise Customers.
- Jodo Public Cloud for SME customers



Browser Based Work From Anywhere Solutions

Jodo can be accessed through any laptop,
smartphone & tablet

Jodo Basic Phone Solutions

Cloud Telephony Redefined

Take advantage of the flexibility of Cloud to scale operations in-line with your business needs.



Powerful Dialler with Scripter

Preview, Progressive (Variable Pacing Ratios) & Manual



ACD with skill-based routing

FIFO, Best Match & Queue Position



Multiple Automation solutions

In-built Self-service Tools to create IVR solutions with advanced tools like TTS, & ASR (Optional) for inbound as well as outbound Voice, SMS & Email Campaigns.

Personalize your customer experience and reduce costs with an all-in-one cloud contact center platform.

Jodo Basic Phone Solutions

Cloud Telephony Redefined

Take advantage of the flexibility of Cloud to scale operations in-line with your business needs.



In-built CRM application – Jodo Call Guide

In-built tool to build workflows for business operations to help business resources deliver streamlined business operations



Call, Email, Chat, & SMS Routing

Route traffic to dispersed multi-device business users and teams

Multi-media interaction management



Business Protection Services

Employee Attrition | Customer Privacy

Jodo Virtual numbers for Internal / External business resources.

Personalize your customer experience and reduce costs with an all-in-one cloud contact center platform.

Jodo Basic Phone Solutions

Cloud Telephony Redefined

Manage, Monitor & Control your business globally



Recorded & Catalogued

All interactions are recorded, stored & can be easily accessed for analysis.



Real-time business monitoring

Real-time business monitoring and updates across your enterprise globally.



Schedule & on demand report management

Real-time business reporting & management from any smartphone, & laptop

Personalize your customer experience and reduce costs with an all-in-one cloud contact center platform.

Jodo Basic Phone Solutions

Cloud Telephony Redefined

Take advantage of the flexibility of Cloud to scale operations in-line with your business needs.



5 Seat Minimum

For medium & large-scale contact centres.



Installation in Hours

No time wasted. We'll work with you to get you up and running quick & easy



No commitments

Just a standard terms and conditions agreement.
No obligation after 90 days.



Personalize your customer experience and reduce costs with an all-in-one cloud contact center platform.



Jodo Basic Services

Jodo is a feature rich cloud solution that provides Small businesses & Enterprises everything they need for the digital future



Jodo Basic Services

No matter the business model

Inbound Services

Customer Self Service

IVR
TTS - Text To Speech & Integration with self service Applications
ASR – Automatic Speech Recognition

Skilled Based Relationship Mapping

- FIFO
- Best Match
- Queue Position

Subject matter expert

- SME Expert based assistance/Escalations

Routing Options

- Routing to multiple centers
- Routing to home agents
- Routing to dealer / stores via their land line / GSM/ Mobile App / Browser
- Nearest resource connection

Unified Automatic Call Distribution

- ACD Wait Time
- ACD Queue position
- Process specific Queue announcements
- Process specific Hold Music
- Transfer call to ACD Queue
- Unlimited Skill supported

Multilingual Customer Interaction, Toolbar, Mobile App's

- Multilingual Capabilities
- Multilingual Queue announcement
- Multilingual CRM

CRM, ERP, HRMS, CMS integrations

- Salesforces
- MS Dynamics
- Zoho
- Prestashop
- Sugar CRM
- Magento
- WordPress

Jodo Basic Services

No matter the business model

Inbound Services

Online Monitoring & Dashboards

- Graphical Dashboard & Wallboards
- Online Monitoring – Color change on threshold
- Online Data Details
- Agent performance analysis
- AHT - Average Handling Time
- Traffic & Queue Analysis

Email / SMS information from IVR /Dispositions

- Send SMS / Email based on IVR inputs

DR and BCP

- Redundancy (Live Backup)
- DR with full Duplication of Services
- High Availability

Interoperability

- With Jodo Chat + doc push
- With Jodo Video
- Mobile Based Pull Voice, Video, Chat
- Mobile Based Supervisory Monitoring

Recording and Retention

- Encryption of recordings
- Multi Storage server
- Recording retrieval options and Scoring to Agents

Device Agnostic

- Desktop & Laptop with Speaker and Mic
- Smart phone
- Tablet

Remote / Local DB integration

- Integration with Customer DB

Payment gateway integrations

- Payment Gateway IVR

IVR Integration with Back End System/3rd Party Databases

- Register requests for information via SMS / Email from self service

Jodo Basic Services

No matter the business model

Outbound Services

Campaign Management

- Centralized, business rule and contact record distribution engine to create and execute sophisticated, high-yield campaign strategies.

Pacing

- Configure the pace or speed of the dialing & ensure that there are enough agents to handle outbound as well as contacts in other channels.

Multiple Dialing Modes

- Preview
- Progressive
- Predictive
- Messenger
- Manual

Priority Dialing

- Call Type Priority
- Contact Type Priority
- Selective Lead Dialing
- Selective Device Dialing

Data Management

- Import Data based on format
- Reset Dialer Disposed Data

CLI Management

- For Outbound Calling
- Auto Scheduling on calls based on Media & dialler response

Screen Capture

- Record & Monitor employee & agent screens
- Record 2-way Video & Voice conversations

Skill Based Relationship based mapping

- Most skilled Agent is selected to answer customer queries based on data collected during previous interactions

Jodo Basic Services

No matter the business model

Outbound Services

Call Routing

- Least Cost Routing
- Nearest resource connection
- Routing to Delivery Centre
- Routing to Home Agents
- Routing to Dealers/ Connectivity to branch office
- Language/Skills based Dialing
- Contact type priority for dialing

Monitoring

- Online Monitoring – Visual change on threshold breach
- Online Data Details
- Agent performance analysis
- AHT - Average Handling Time
- Traffic Analysis
- Mobile app-based Supervisor monitoring
- Alerts for long duration calls.
- Alerts for Abandoned Ratio crossing the threshold

Call Back Management

- Reallocation of Call-back Calls
- Callback Exception

CRM integrations

- CRM Connector for different CRM
- Connector for different ERP Solutions

Mobile app-based Supervisor monitoring

- Operations/Management team being on the mobile and Tablet devices.
- Supports Monitoring SLA's & dashboards.

Compliance

- Data/Lead Management
- DNC - Inbuilt blacklist, NDNC scrubbing
- Time Zone definition

You've got questions. Get
in touch

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