

Jodo Jodo Basic Phone Solutions



Unified Cloud. Up & Running In Hours.



Distributed Architecture

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



Ensure Business Continuity

Supports High availability & Disaster Recovery



Subscription Based - No Capital Investment

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



Open APIs for easy Integration with business apps & platforms

 Embed and handle calls in any business application or software



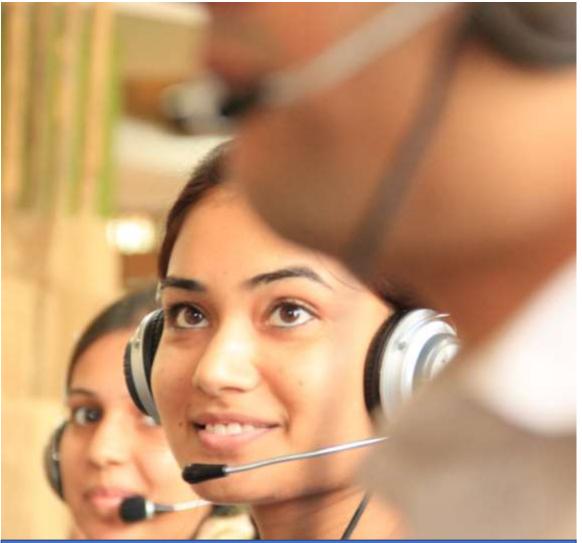
Advanced Analytics

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



Browser Based Work From Anywhere Solutions

Jodo can be accessed through any laptop, smartphone & tablet



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.



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.



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

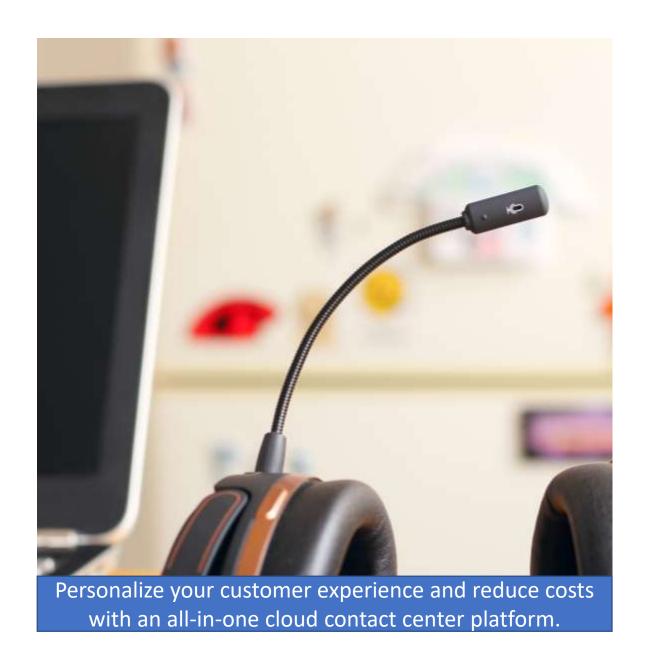
Multi-media interaction management



Business Protection Services

Employee Attrition | Customer Privacy

Jodo Virtual numbers for Internal / External business resources.





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.



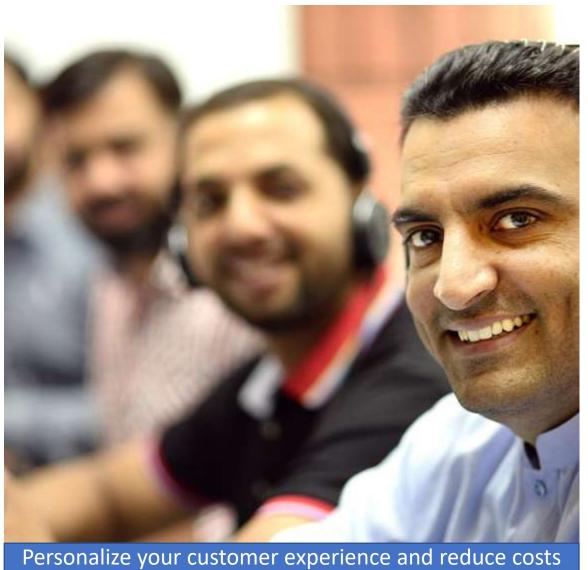
Real-time business monitoring

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



Schedule & on demand report management

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



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5 Seat Minimum

For medium & large-scale contact centres.



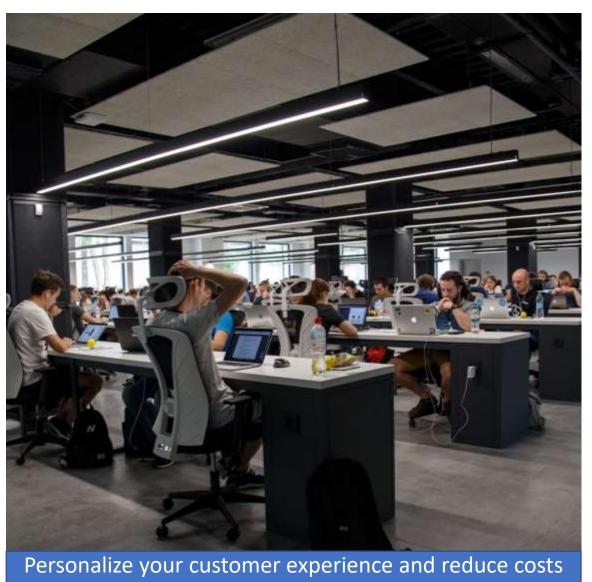
Installation in Hours

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.



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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

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

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

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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