Jodo For
Dynamic 365

A service from the Jodo World Framework

- No Softphones or EPABX with Jodo - Move to Browser-driven GLOBAL operations in mins!

- No Capital Expenditure – Pay as you USE!

- Zero effort integration!

JODO WORLD
Digital Unified Communications

Jodo enables D2C Digital – LIVE Communications directly from Dynamics 365

Customer Experience

Go Direct 2 Customers using *Voice, Video, Chat, & GSM Calls*

Agent Empowerment

All customer information & history is available to the business users on one screen in real-time.

Business Agility

Monitor & manage business process deliveries and operations across dispersed team members globally.

Connect & Manage **D2C Business Processes with ease**

Using dispersed, multi-device, multi-lingual business teams across languages & locations

Offices

Dealer & Distributers

Stores

Remote Employees

Outsourcing Agencies

Business Partners

Connecting the Entire Business Network for Work-From-Anywhere business operations

Using Call, Chat, Video, Email, Social Media, SMS & WhatsApp

Jodo **for Dynamic 365**

Creating Global Borderless D2C Business operations with WFA employees

Handle phone calls directly in Dynamics 365 from

- 1800 Numbers
- Websites
- Ecommerce Pages
- Helpdesks Apps
- Business Apps

Create Uniform Service Delivery Operations + Automation - Globally

- One-point integration with Dynamics 365 apps
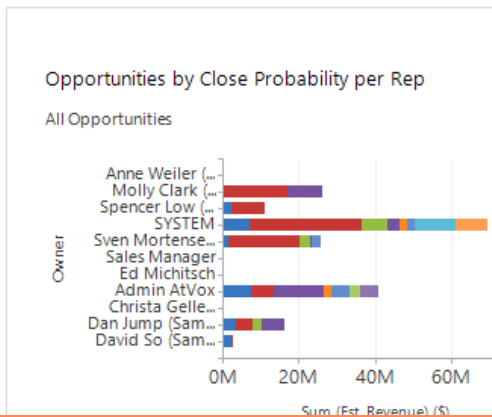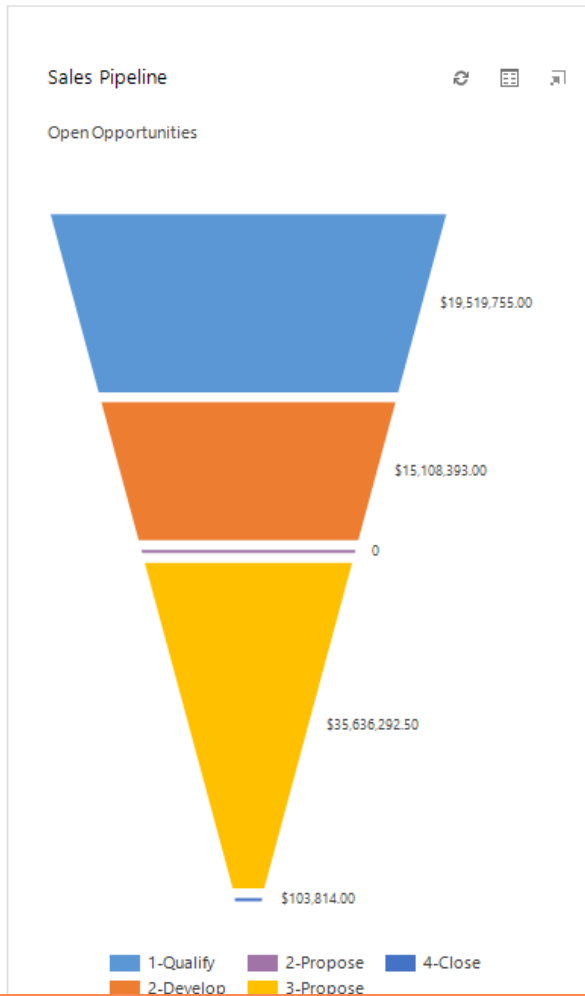- Create Single Automated multi-media Service Deliveries Platform for Global operations.

SINGLE CLOUD FRAMEWORK TO HANDLE GLOBAL CUSTOMER PHONE TRAFFIC

Jodo **for Dynamic 365**

Enabling Dynamics 365 users to do more for customers

Single Screen Sign On & Controls for the Agent to

- Call, Chat, & Video Call
- Transfer & Conference
- Screen Share
- Document Share

Integrated One Click Calling

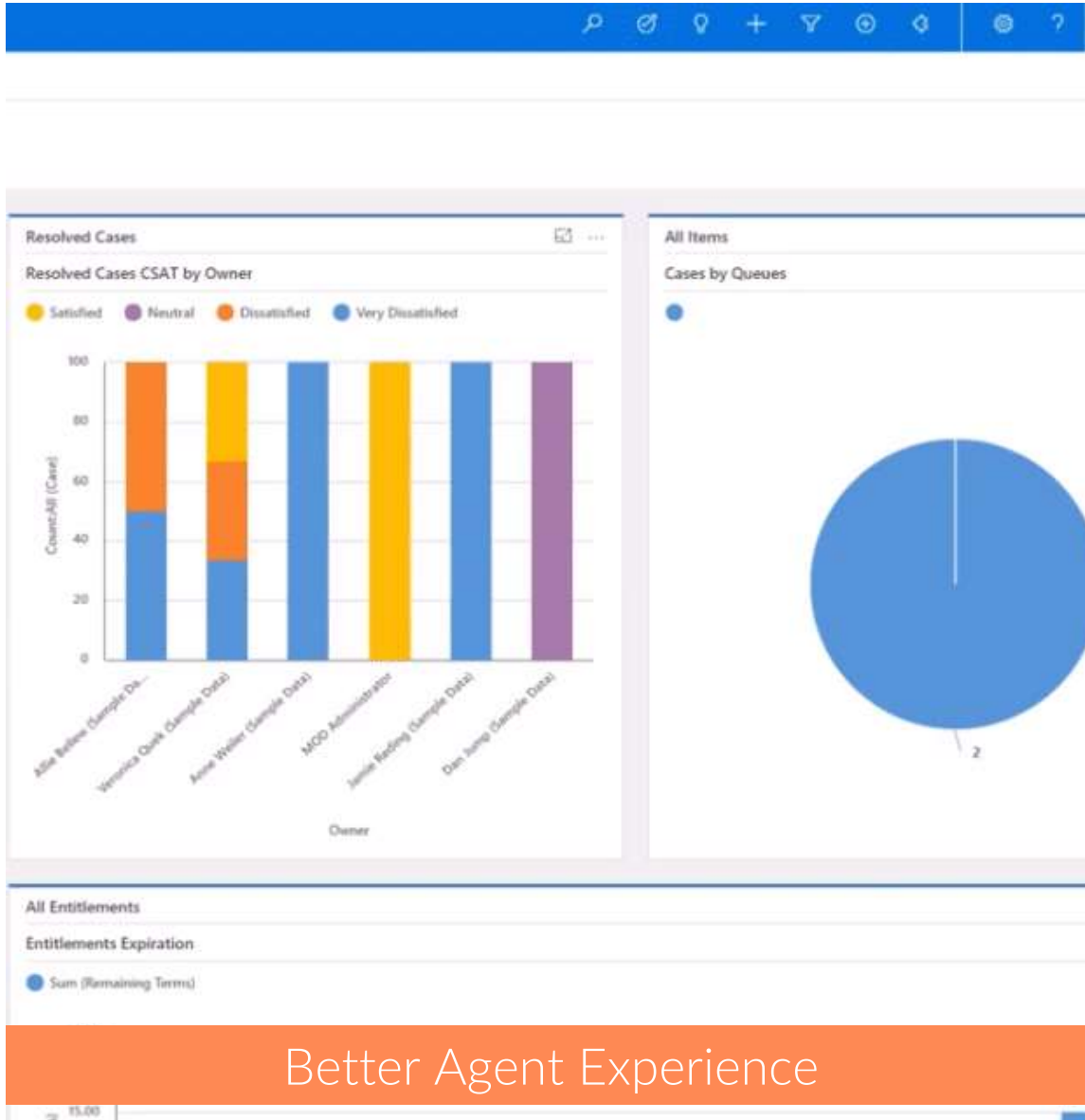- Simply click on the customer on a Dynamics365 record to start Voice, or Chat.

Intelligent call routing based on

- User Skills
- Customer Priority
- IVR Inputs
- Custom Business Process flow

Improve Customer Engagement.

Better Agent Experience

Jodo **for Dynamic 365**

Enabling Dynamics 365 users to do more for customers

Global Inbound & Outbound Campaign Management with multiple dialling options like

- Progressive
- Preview
- Predictive

Screen Pops, Data Rich Dashboards & more for both Inbound & Outbound Customers.

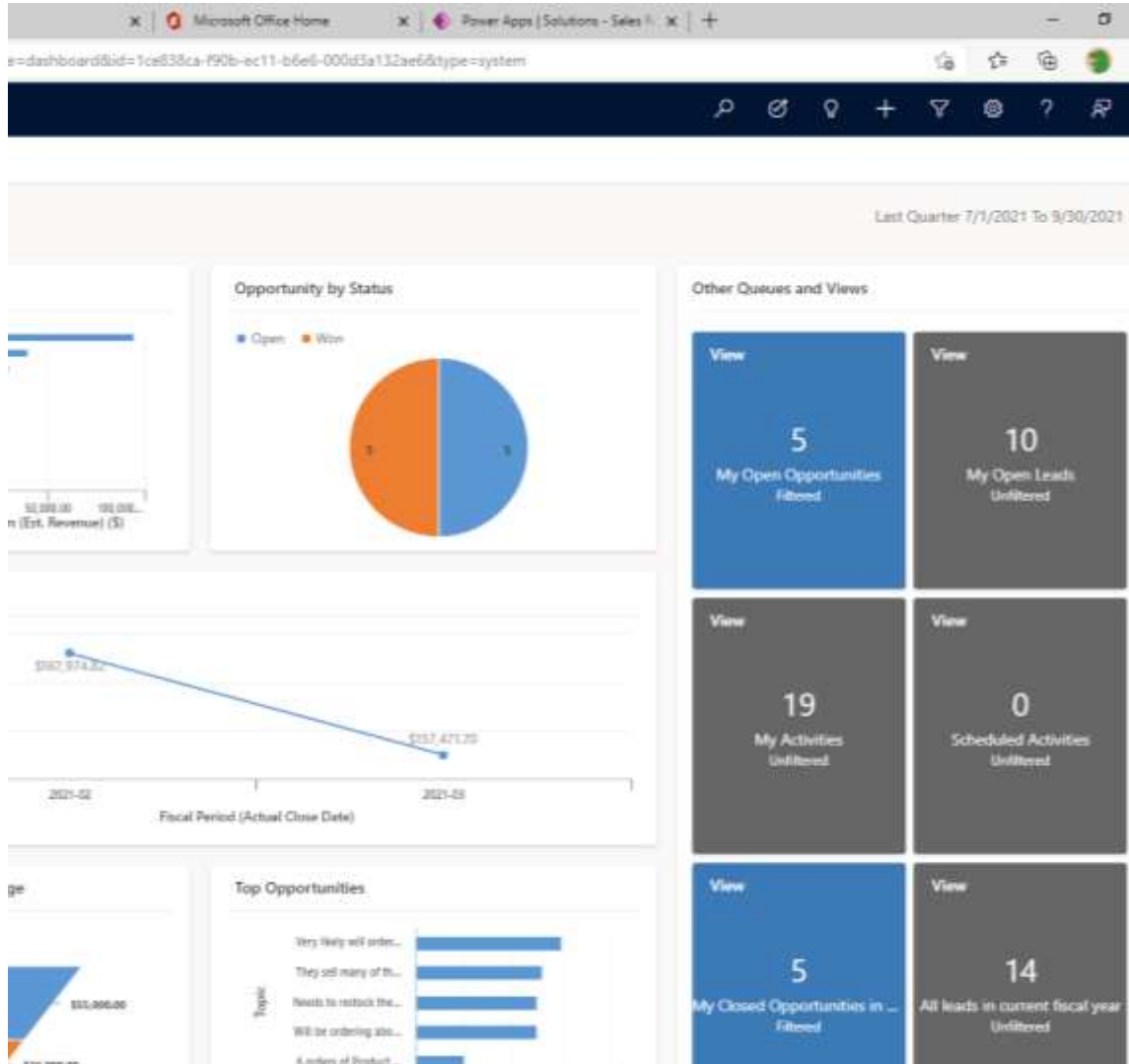**Automate your workflows within Dynamics365 based on inputs from Jodo**

- Google Ai
- Amazon Ai

Push Call Recording & Next action workflows to Salesforce

Jodo for Dynamic 365

JODO WORLD
Digital Unified Communications

Enabling Dynamics 365 users to do more for customers

QA & More with Data Logs for every interaction and database integration

Combine the Power of Dynamics365 data management with Jodo D2C operations to

- Reduces Cost
- Improve Flexibility

Boost Efficiency & spend more time servicing customers & less time dialing

Easy Integration & Adoption using Jodo API

Improved Business Efficiency.

Welcome to the Digital Economy

Jodo Cloud Framework can be adopted and integrated with Dynamics365 operations in Hours

You've got questions. Get in touch

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