

Jodo For SugarCRM

A service from the Jodo World Framework

- No Softphones or EPABX with Jodo - Move to Browser-driven operations in mins!
- No Capital Expenditure – pay as you use!
- Zero effort integration!



Jodo enables D2C communications directly from SugarCRM

Customer Experience

Go Direct 2 Customers using *Voice, Video, Chat, Social Media, SMS, Email & GSM Calls* – ALL from Within Sugar CRM

Agent Empowerment

All customer information & history is available to the agent 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 & Distributors



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 SugarCRM

With REAL-TIME Service Delivery Operations & Business Analytics Globally



Handle phone calls directly in SugarCRM from

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



Create Uniform Service Delivery Operations globally

- One-point integration with business apps and creation of Single Automated Service Deliveries Platform for global operations.



SINGLE CLOUD FRAMEWORK TO HANDLE GLOBAL CUSTOMER PHONE TRAFFIC

Jodo for SugarCRM

Redefine Agent End to End Experiences



Single Screen Sign On & Controls for the Agent to

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



Easily integrated One Click Calling

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



Intelligent call routing based on

- Agent Skill
- Customer Priority
- IVR Inputs
- Custom Business Process flow

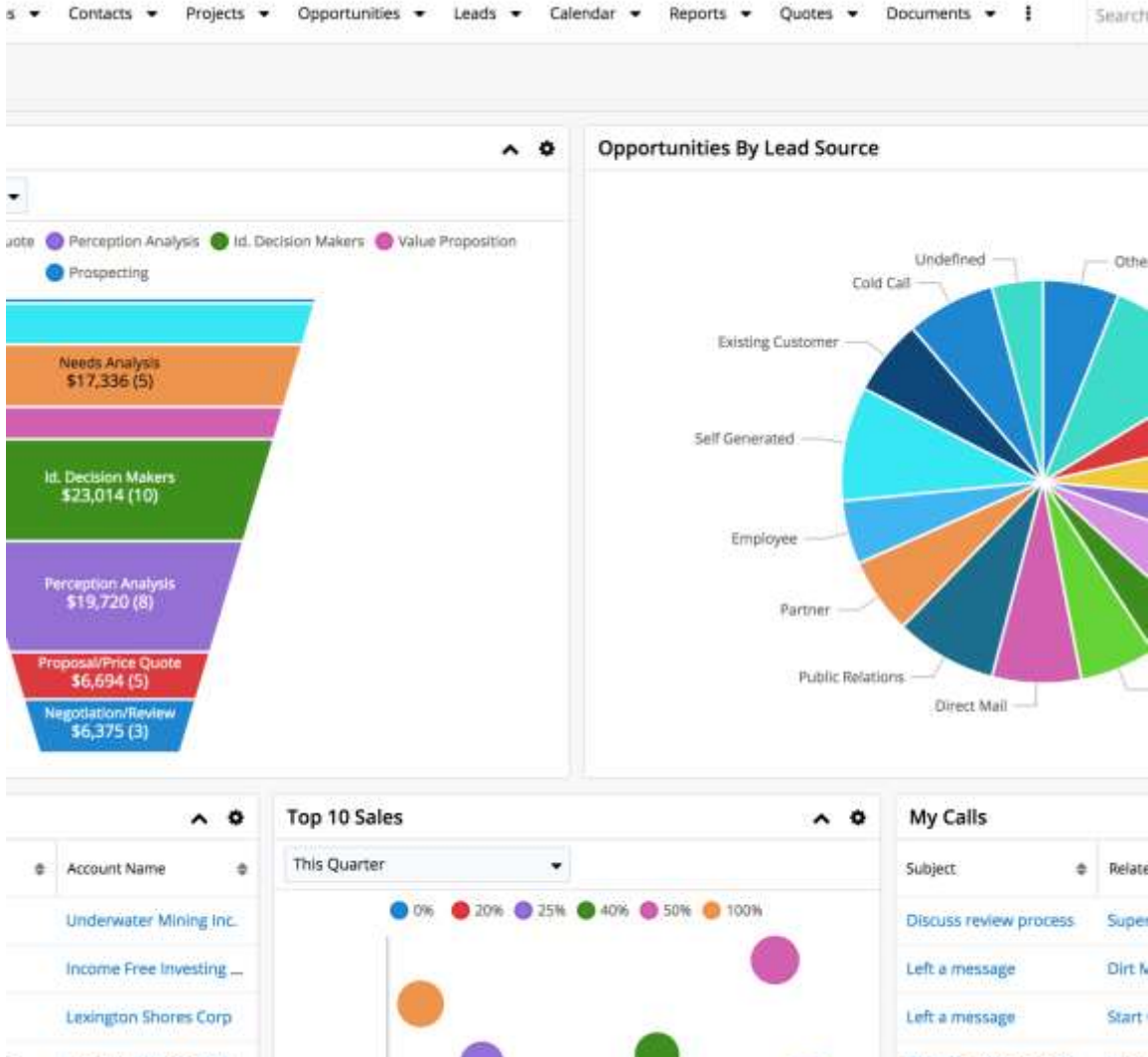


Improve Customer Engagement.

Jodo for SugarCRM



Redefine Agent End to End Experiences



Better Agent Experience



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 SugarCRM based on inputs from Jodo

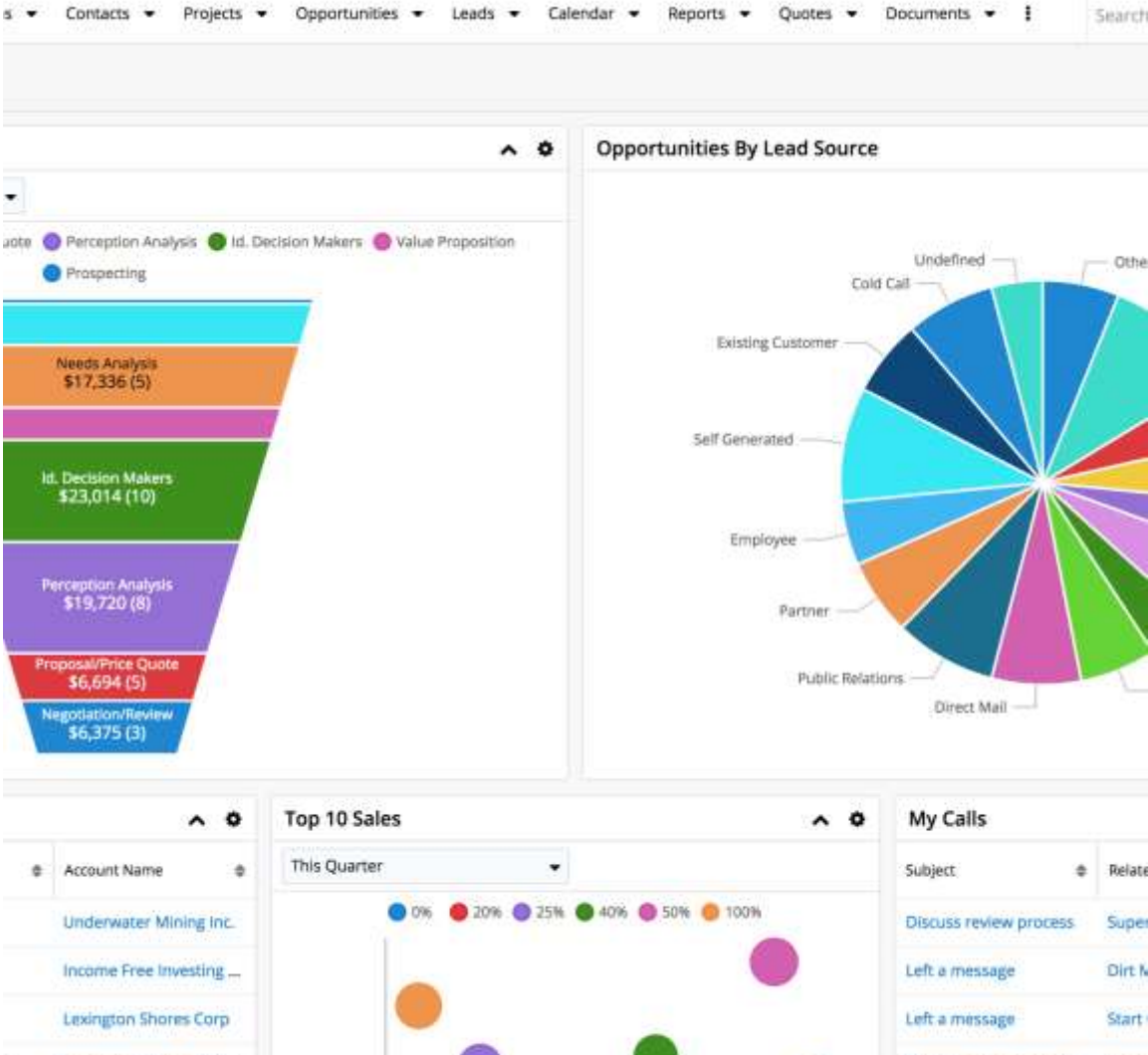


Call Recording & Disposition Push to SugarCRM so all customer records are in one place

Jodo for SugarCRM



Redefine Agent End to End Experiences



Improved Business Efficiency.

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

 **Combine the Power of SugarCRM's 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**



Welcome to the
Digital Economy

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



You've got questions. Get
in touch

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