



Deployment Architecture Options

Digital solutions



Jodo World

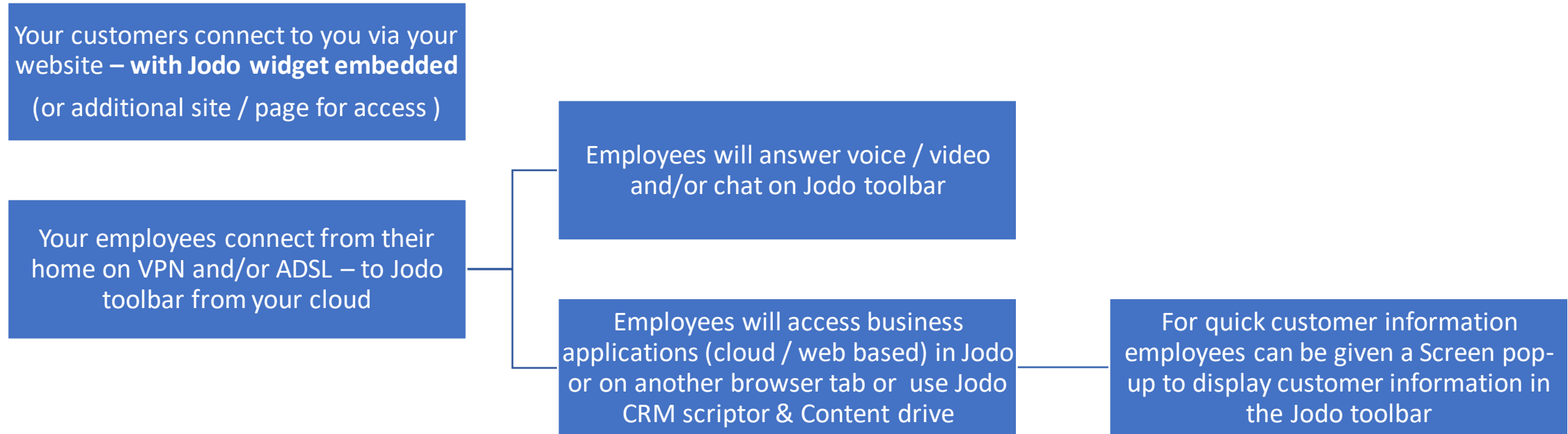
a digital cloud unified communication-enabled business management framework

- PSTN/GSM & Digital communication media enabled
- Cloud-based, browser-operated platform
- Designed for distributed architecture & multi-tenancy

Following slides display various deployment options applicable in different customer set-up \ requirement scenarios



Jodo digital solution – broad flow

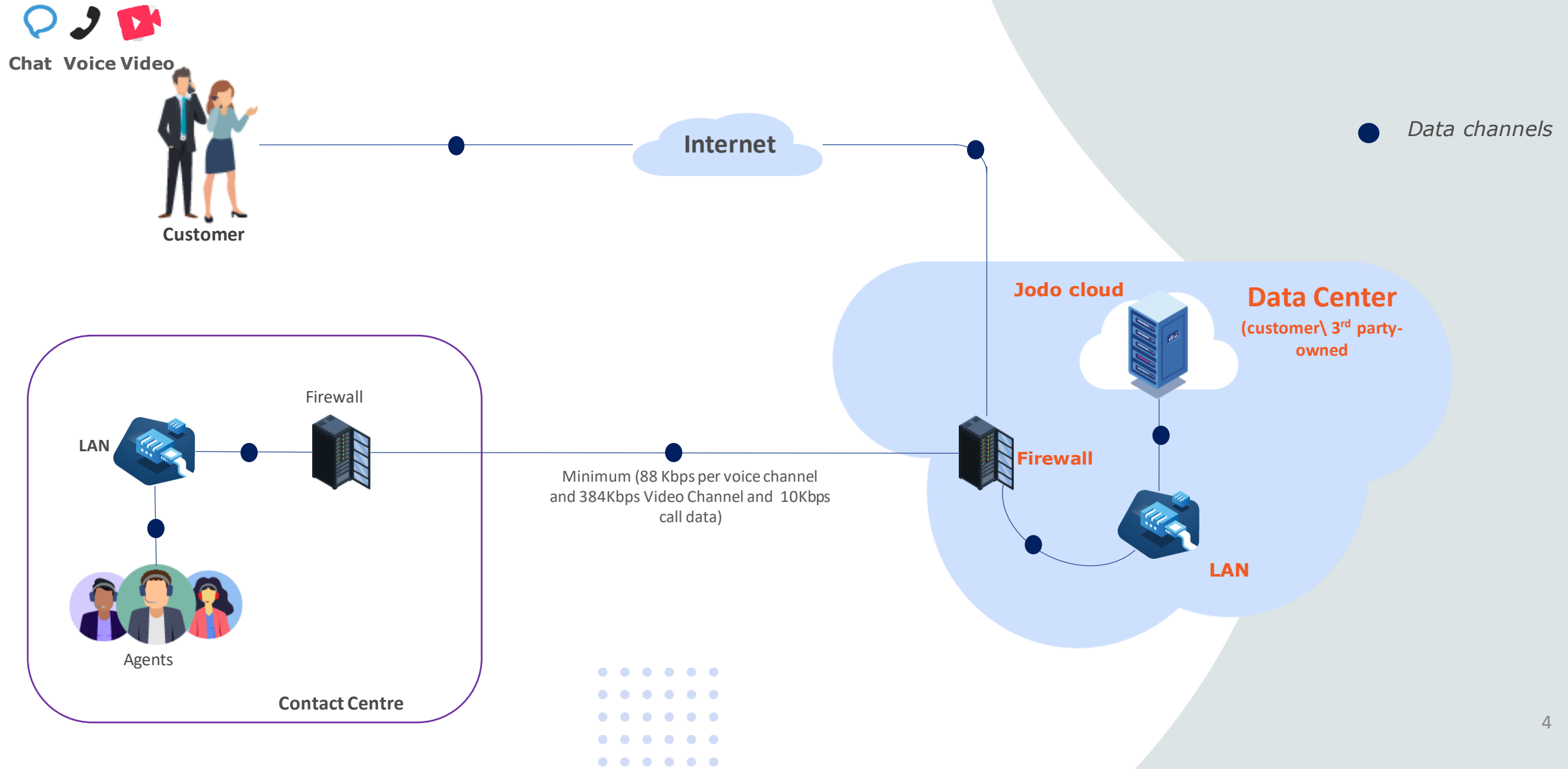


Pre-requisite requirements at employee/resource-end

- *Browser-enabled 'connected' device*
- *Sufficient internet bandwidth for voice \ video calls and\or chat (specs defined below)*
- *Employee may need VPN tunneling \ ADSL for secure data access from their home internet (per customer ISO policies)*

Scenario 1

Digital Voice, Video and Chat channels via Internet



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Digital Voice, Video and Chat channels via Internet

Category	Equipment	Location
Termination Type	Router	Inhouse Data Center/ 3 rd Party Data Center
Jodo Cloud Applications	Jodo Virtualized Servers	3 rd party Data Center/ Inhouse Data Center
Agents	Laptop / Desktop / Tablet	Single Contact/ Delivery center / backend Office
Connectivity for Telecom data traffic	MPLS / Leased Line/ Internet	Link between delivery Center and Data Center
Connectivity for Jodo applications data traffic (with Delivery center)	MPLS / Leased Line/ Internet	Link between delivery Center and Data Center
Call Recordings storage	Jodo Virtualized Servers	3 rd party Data Center

For India - TRAI Regulations prohibits PSTN & VoIP connections on the same infrastructure, hence PRI Termination is not defined.

Bandwidth requirement (1:1 ratio which means upload and download speed should be the same)/session):
Voice : 88 Kbps/session, Video: 384 Kbps/session, Doc Push:128 Kbps

Digital voice and video channels (No telecom termination)

Multi-device access (Website, Mobile App, Tablet) via Internet

It allows interaction across voice, chat & video with screenshare & Document Push for Real Time interaction

Inbound:

Customer connects either from the website or the Mobile App, call lands at Jodo Cloud and is routed to the agent.

Outbound:

Agent share link with customer on email, SMS, Chat, Social Media and then start conversation with Customer

Scenario 2

Digital Voice, Video and Chat connectivity serving multiple delivery locations and home-based agents

Video Voice Chat



Customer

Video Voice Chat



Home-based Agents

● Data channels

Internet

VPN \ ADSL

Firewall

LAN

Data Center
(customer \ 3rd party-owned)

Jodo cloud

Minimum (88 Kbps per voice channel and 384Kbps Video Channel and 10Kbps call data)

LAN

Firewall



Agents

Contact Centre

Firewall

LAN



Agents

Branch Office

Scenario 2

Digital Voice, Video and Chat connectivity serving Multiple Delivery Locations and Home Agents

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Multi-device access, (Website, Mobile App, Tablet) via Internet

It allows interaction across voice, chat & video with screenshare & Document Push for Real Time interaction

Inbound:

Customer connects either from the website or the Mobile App, call lands at Jodo Cloud and is routed to the agents at multiple locations

Outbound:

Agent share link with customer on email, SMS, Chat, Social Media and then start conversation with Customer

business ready.
anytime.
anywhere.
in any language.



Use Jodo
Communication
channels to
connect with me:



AVHAN
Technologies Pvt Ltd.

Humanizing Technologies

