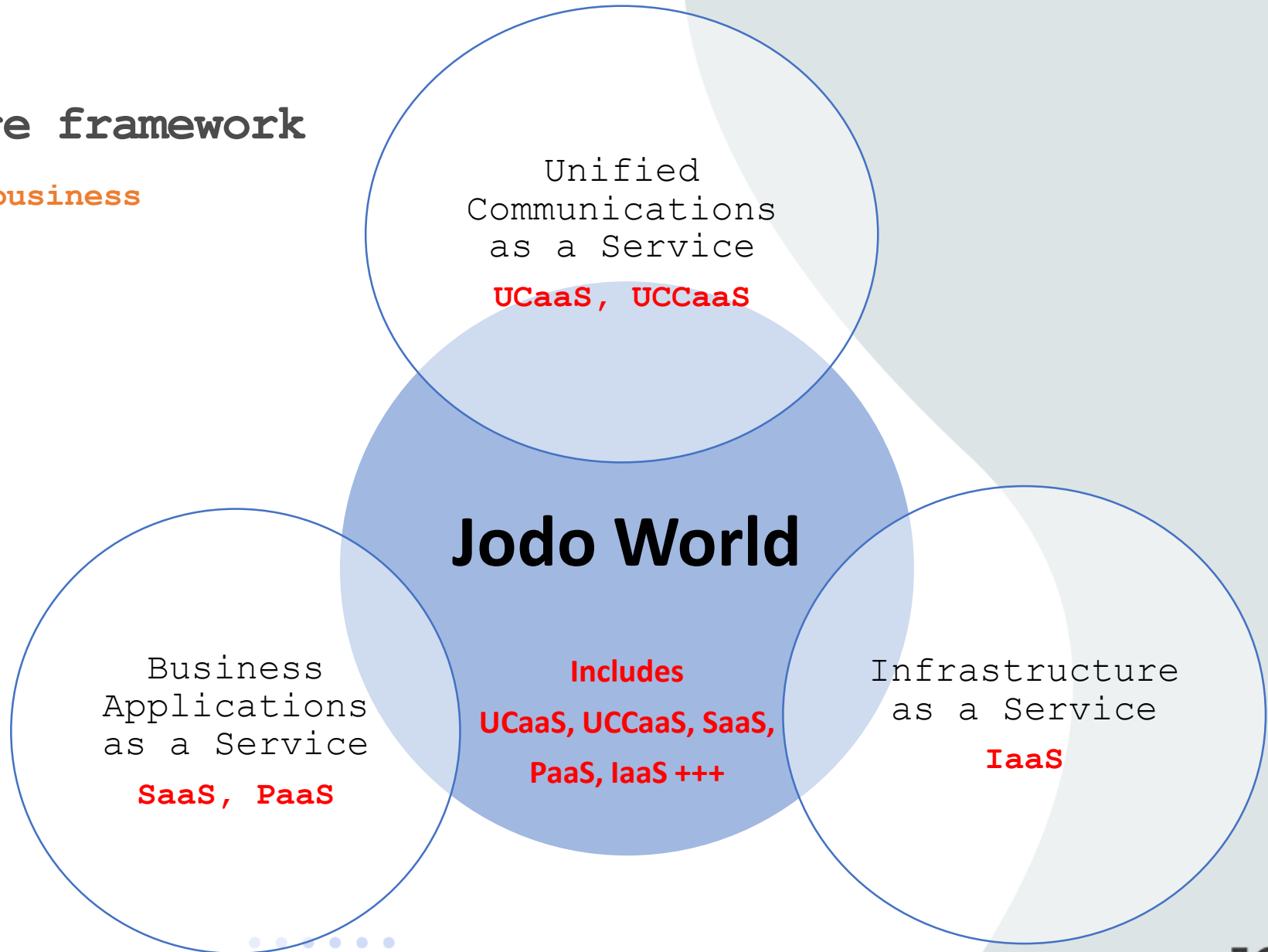


jodo world

open architecture framework

communication enabled business
processing



Jodo drawing board key considerations

WebRTC Interconnect PSTN and WebRTC	Multi lingual Customer Business resource	Multi-device operations browser-based
Support Legacy hardware, devices and equipment	Support external platforms	Mobile interface and integration
Support connectivity for multiple locations	Monitoring of global business deliveries	Securely scale up and down, as required
DIY integration of websites/ portals	DIY integration for Bus App integration	API for external and internal actions including UI

Patent - Global Real-time Business Process delivery - I

Process all communication media traffic via Browser / Mobile App for multiple countries / processes

Process dynamic data triggers for context and relevance to create personalized customer business delivery

Select and empower resources from dispersed, multi-device business network to deliver business process

- Scalable framework for global and local, individual & unique business requirements
- PSTN / Mobile / SMS / Email / Social Media
- Digital Channels - Jodo Call / Video / Chat
 - Doc share, Screen Share, Calendar, GPS
 - Skilled routing, History, Recording, Reports, Analysis
- Websites / Ecommerce / IoT / Kiosks
- Product / Business Function geography - CMS, Ecommerce platforms
- DNIS / CLID / BigData / Web Analytics platforms
- Business History, Integration with CRM / ERP / HRMS / LMS / Payment & Accounting systems
- Bandwidth, Device, language, time zone
- BOTs / Self-Service / Human Assist
- Offices / Branches / Factories / Warehouses
- Feet-on-street / Vehicle-on-road / Fleets / Work-from-home / Part-time / Hourly staff
- Outsourced agencies and consultants
- Dealers / Stores / Business partners
- Attach relevant data to support resource team for an effective interaction with customer

Patent - Global Real-time Business Process delivery - II

Apply Productivity and Monitoring controls to each business delivery across media, devices, locations

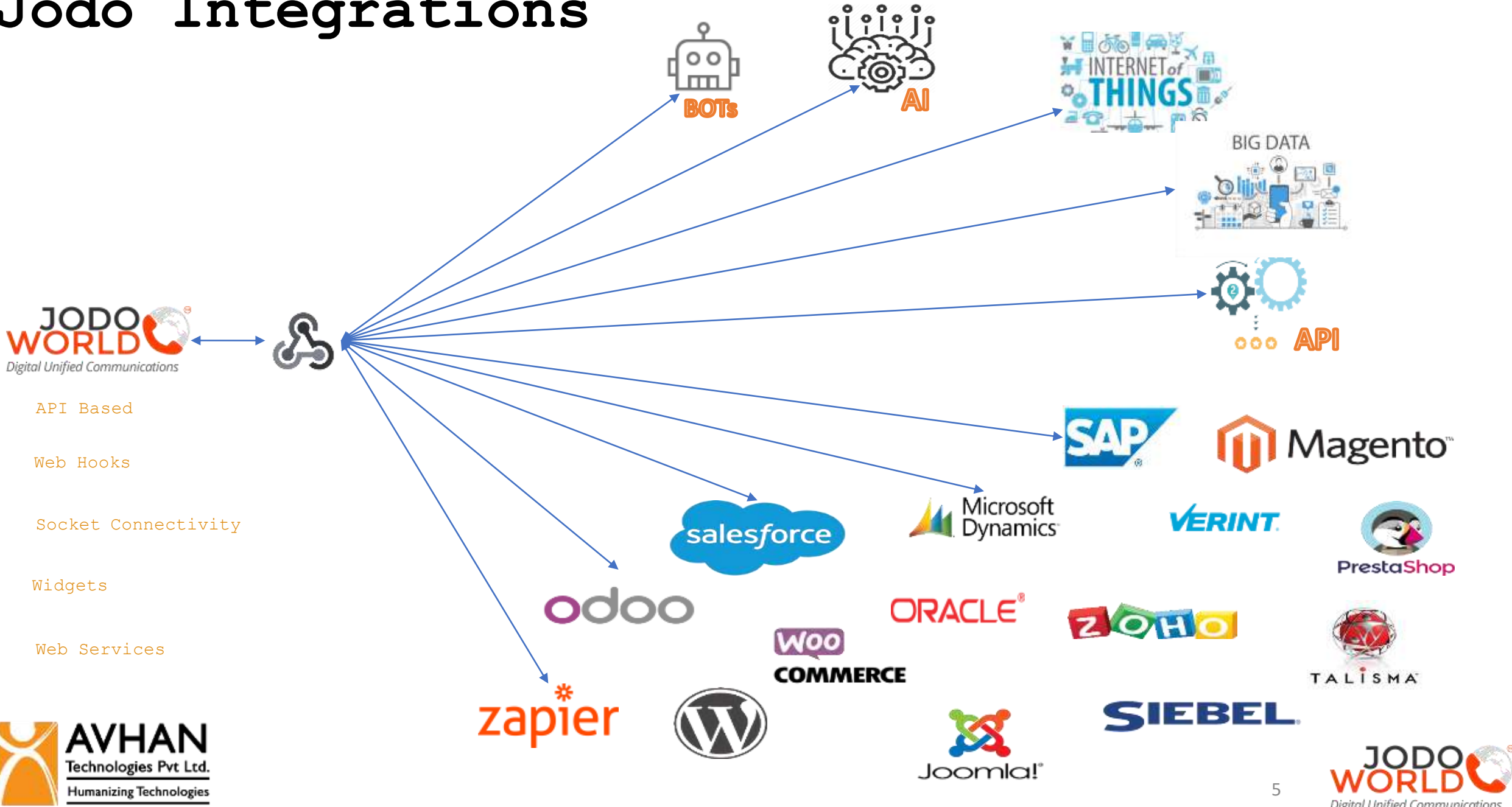
- Dialer / UACD / Recorder
- Online monitoring (OLM)
- QA - performance rating
- WFM integration

Jodo available as Public / Private / Hybrid Cloud

- Distributed, High availability, Multi-tenant
- Highly secure
- Supports multiple compliances
- Legacy Media and equipment support
- DIY Integration with 3rd Party Applications
- Multi-lingual platform
- Jodo API for developers to embed jodo modules and actions in applications



Jodo Integrations



Jodo - features & process delivery paths

A Unified Communication-enabled Business

- ✓ Inbound service to Sales
- ✓ Cross-sell & Up-sell
- ✓ Outbound Sales & Service
- ✓ IVR based Payment Processing

- ✓ Multi-Channel Campaign capabilities
- ✓ Data Capture
- ✓ Multi-lingual Support
- ✓ Market Research & Product Launch
- ✓ Toll Free Customer Care
- ✓ Non-working hours handling
- ✓ Subscription Renewal
- ✓ OTP

Jodo

A Deep Tech Framework

- ✓ HRMS Employee Directory
- ✓ Online Recruitment
- ✓ Training content push
- ✓ Field Force Tracking
- ✓ Finance Applications Integration
- ✓ Auto Payment Reminder
- ✓ Alerts and notifications
- ✓ Mobile App
- ✓ Field Force Management - GPS
- ✓ Delivery scheduling
- ✓ Real-time status update



A Cloud Contact Center

- Marketing
- Service & Support
- Complaint Management
- Human Resources
- Finance
- Fleet Mgmt.

Platform



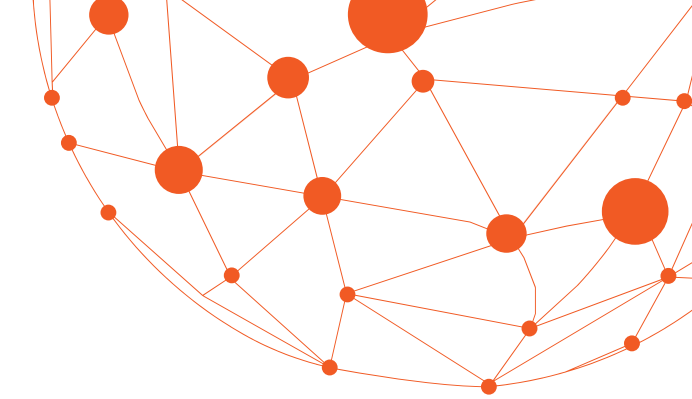
Some of the icons used have been made by designers



Avhan

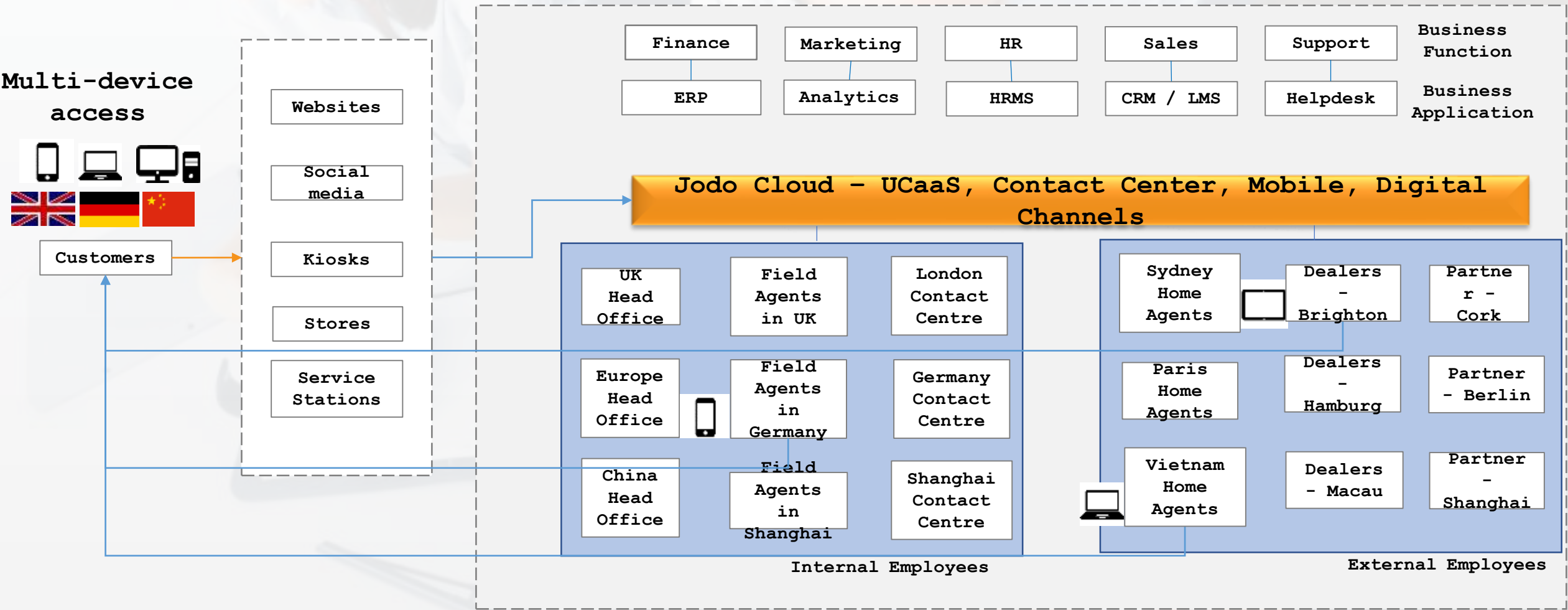
Redefines Industry Segments

In the digital world, Avhan is integrating the 'connected' business world (internal - offices, employees and external - stores, business partners, outsourcing agencies etc.)



	Avhan	00e	Cisco	Five9	Genesys	Asterisk	Adupe	RingCentral	Skype	Avaya	Other 1	Other 2	Other 3	Other 4	Other 5	Other 6	Other 7	Other 8
Cloud Communication+ Contact Center Platform	✓	✓	✓	✓	✓					✓								
Cloud Unified Communication, with Social Media	✓	✓	✓					✓										
Cloud Telephony API	✓				✓			✓	✓									
Conferencing and Collaboration (Voice and Video)	✓		✓						✓	✓	✓	✓	✓					
Messenger and Mobility	✓								✓				✓	✓	✓	✓		

Seamless delivery capability across global markets

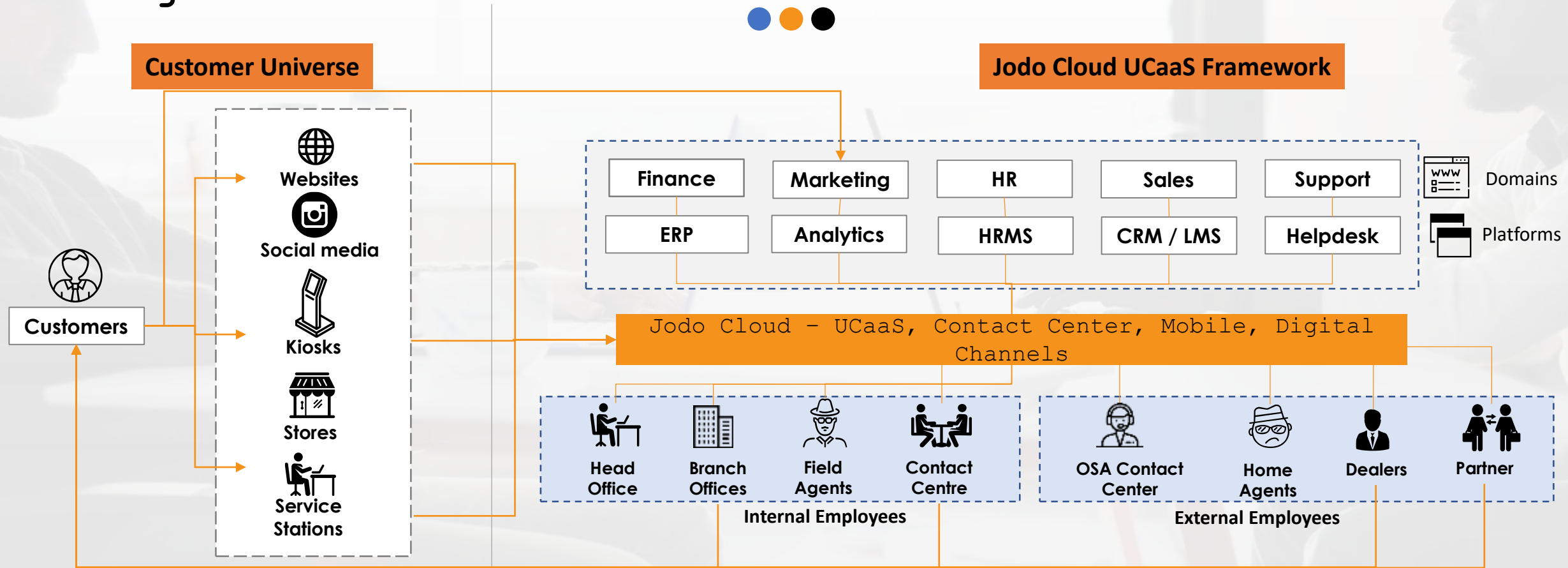


Customer - London

Customer - Germany

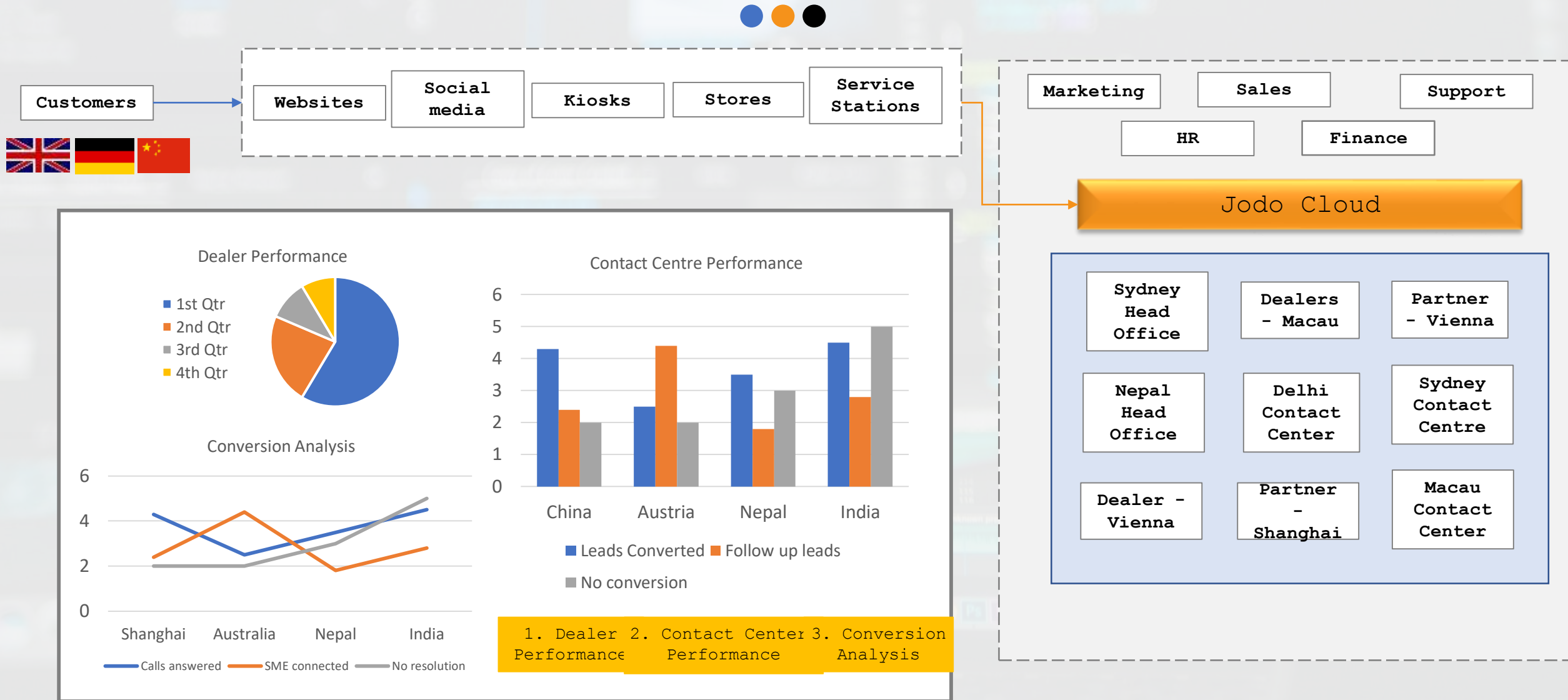
Customer - China

Manage multiple processes, teams, application integrations



- Support Request
- Sales Enquiry
- Job Application
- Emergency Services
- <-CLICK HERE**

Manage , monitor service delivery operations via a browser



Process Manager's Screen

4. Dashboards and Monitoring

Jodo – key features



Browser based platform, designed for Cloud, Web RTC



Compliance with AppSec requirements



Published API for easy integration



Distributed architecture, supports Multi-tenancy



Hardware agnostic – Supports multiple telecom hardware ; laptop, Tablet, Thin clients and Mobiles



Extensive dashboard and online Agent / process monitoring tools



Template based design for easy change management



Supports multiple Agent equipment – Linux, Windows, etc., Virtualised platform, with DR / BCP

Jodo – Platform advantages



Infrastructure as a service

- Cost savings
- Scalability and flexibility
- Faster time to market
- Focus on business growth



Digital & Browser-based application

- Visibility
- Reach
- Customer service
- Competition
- Credibility



Unified Communications

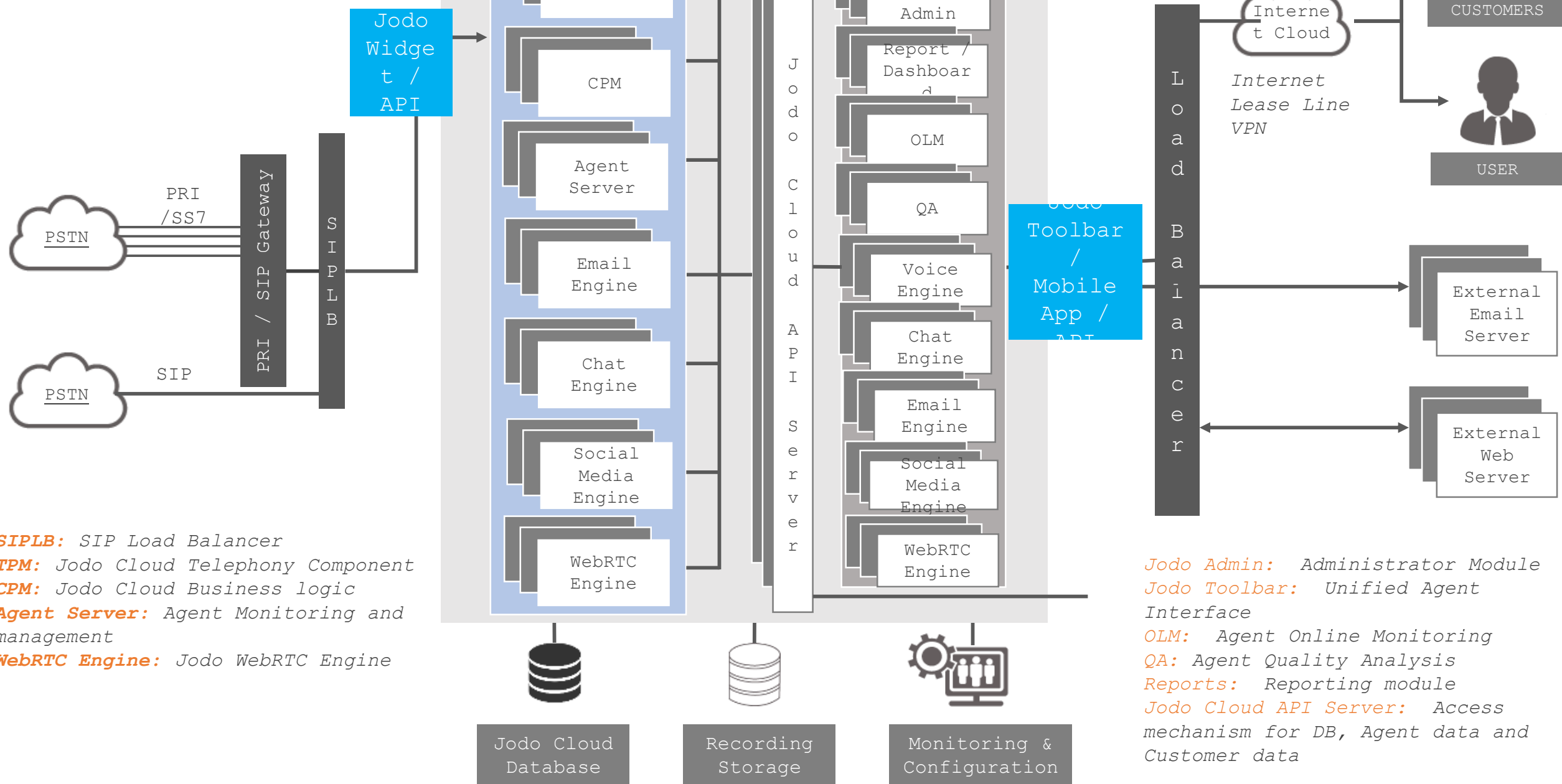
- Improve Employee Productivity
- Improve Organisational Productivity and Agility
- Reduce infrastructure & IT costs
- Reduced internal & external communication costs



Business Application Integration

- Real time access
- Online file sharing
- CRM Management
- Payroll Management
- HR Management
- Support & Help Desk

Jodo Cloud - Component Level Architecture



SIPLB: SIP Load Balancer
TPM: Jodo Cloud Telephony Component
CPM: Jodo Cloud Business logic
Agent Server: Agent Monitoring and management
WebRTC Engine: Jodo WebRTC Engine

Jodo Admin: Administrator Module
Jodo Toolbar: Unified Agent Interface
OLM: Agent Online Monitoring
QA: Agent Quality Analysis
Reports: Reporting module
Jodo Cloud API Server: Access mechanism for DB, Agent data and Customer data

- Computing environments configured to provide nearly full-time availability.
- Have redundant hardware and software that makes the system available despite failures.
- Do not have single points-of-failure.
- All hardware and software component has a redundant component of the same type.
- When failure occurs, the system automatically switches production to backup component.
- The switchover process recovers partial or failed transactions, and restores the system to normal, within a few seconds.

• Redundancy & Disaster Recovery

- **Primary & Secondary Server** - Jodo Cloud support master & slave configuration. Each database server has master and slave database.
- **Load Balancer** - Jodo Cloud needs to balance load at multiple levels
- **Database Load** - As we reach database server capacity, we add more servers and new tenants needs to be provisioned on new database.
- **Application Server Load** - As number of system users increases, new application servers needs to be added
- **Telecom Load** - There will be limitation on number of calls a server can handle. And we need to add more nodes to handle more load and scale horizontally.
- **Storage Server** - We provision multiple storage servers for each customer. In case of storage server failure, alternate server will be used.
- **Disaster recovery** - Database, Recording storage, applications needs to be replicated at disaster recovery site

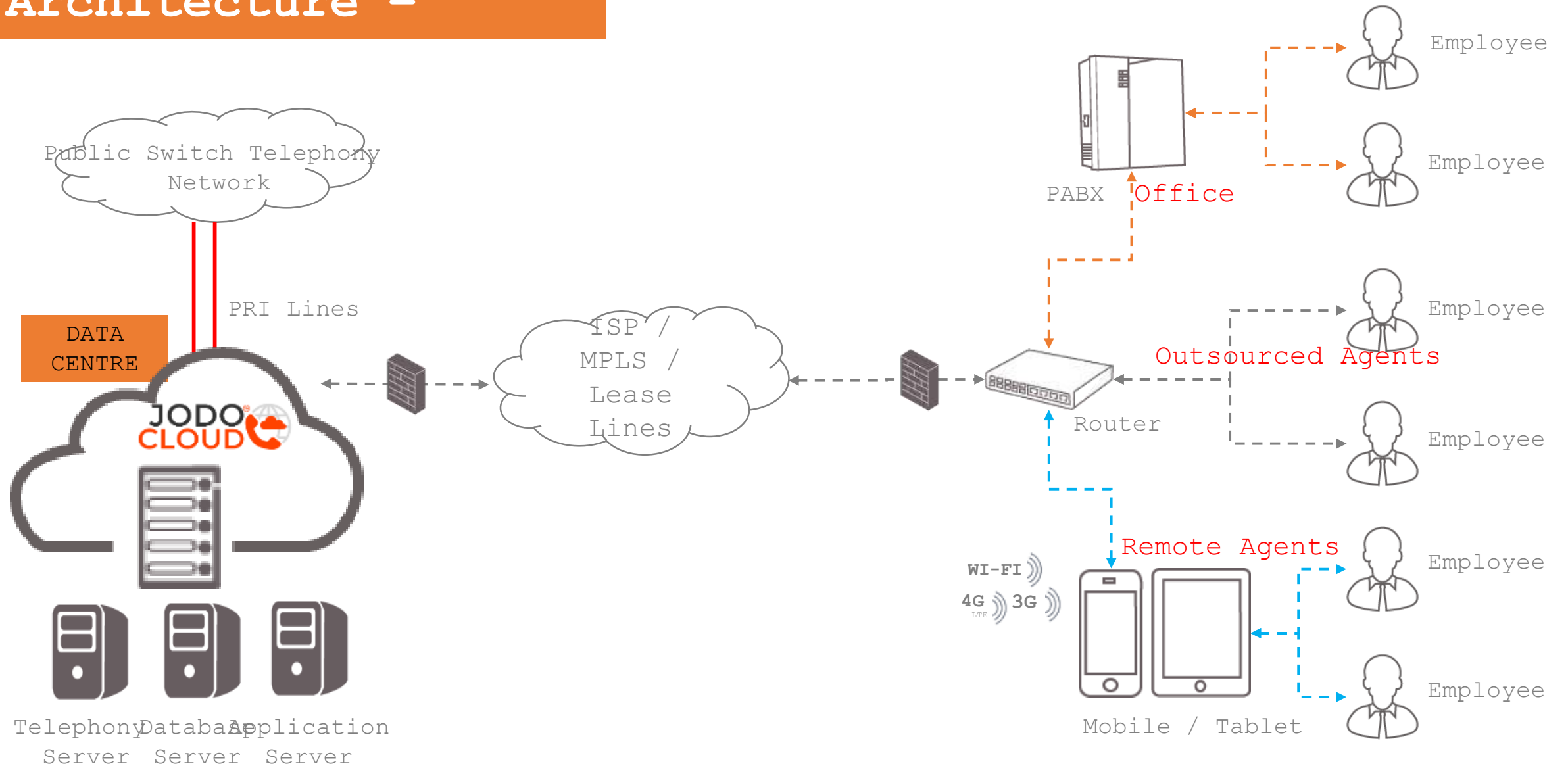


Deployment Architecture Options

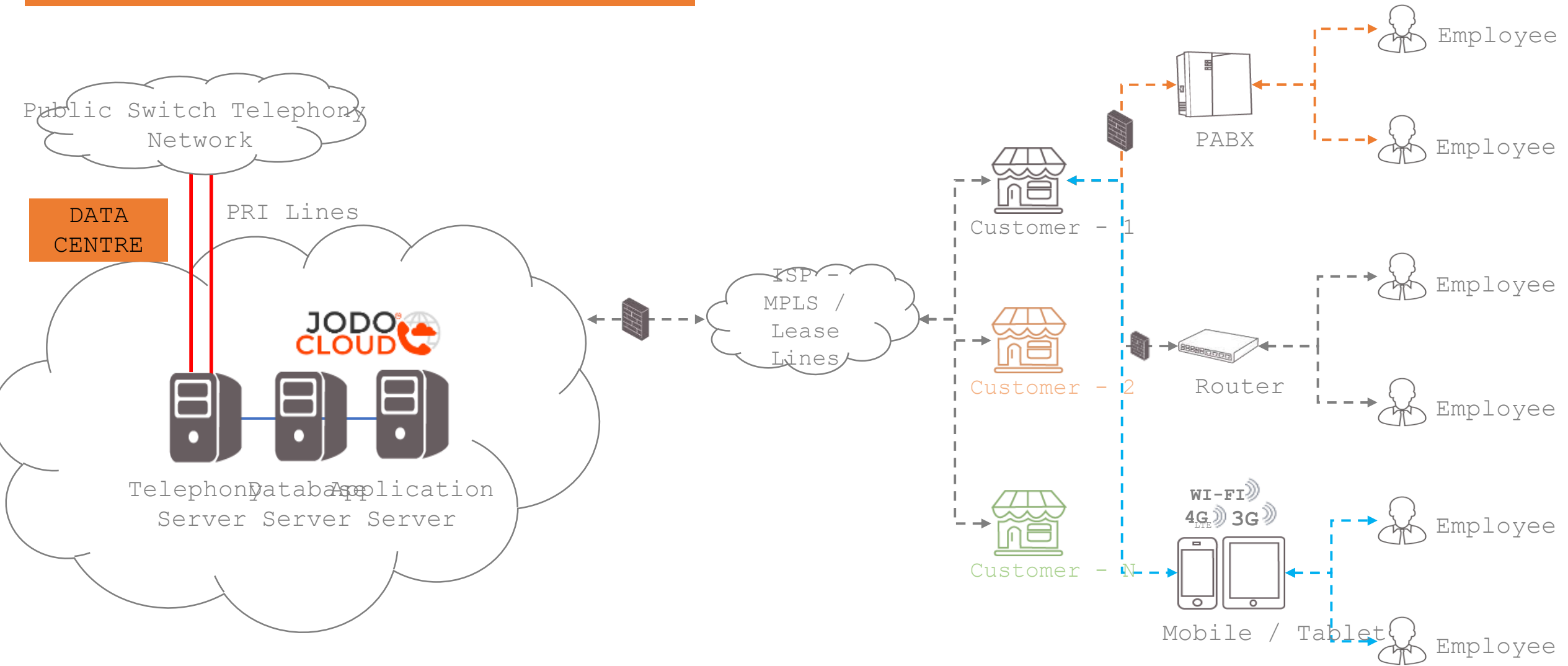
Distributed - High Availability Architecture | Multi-tenant

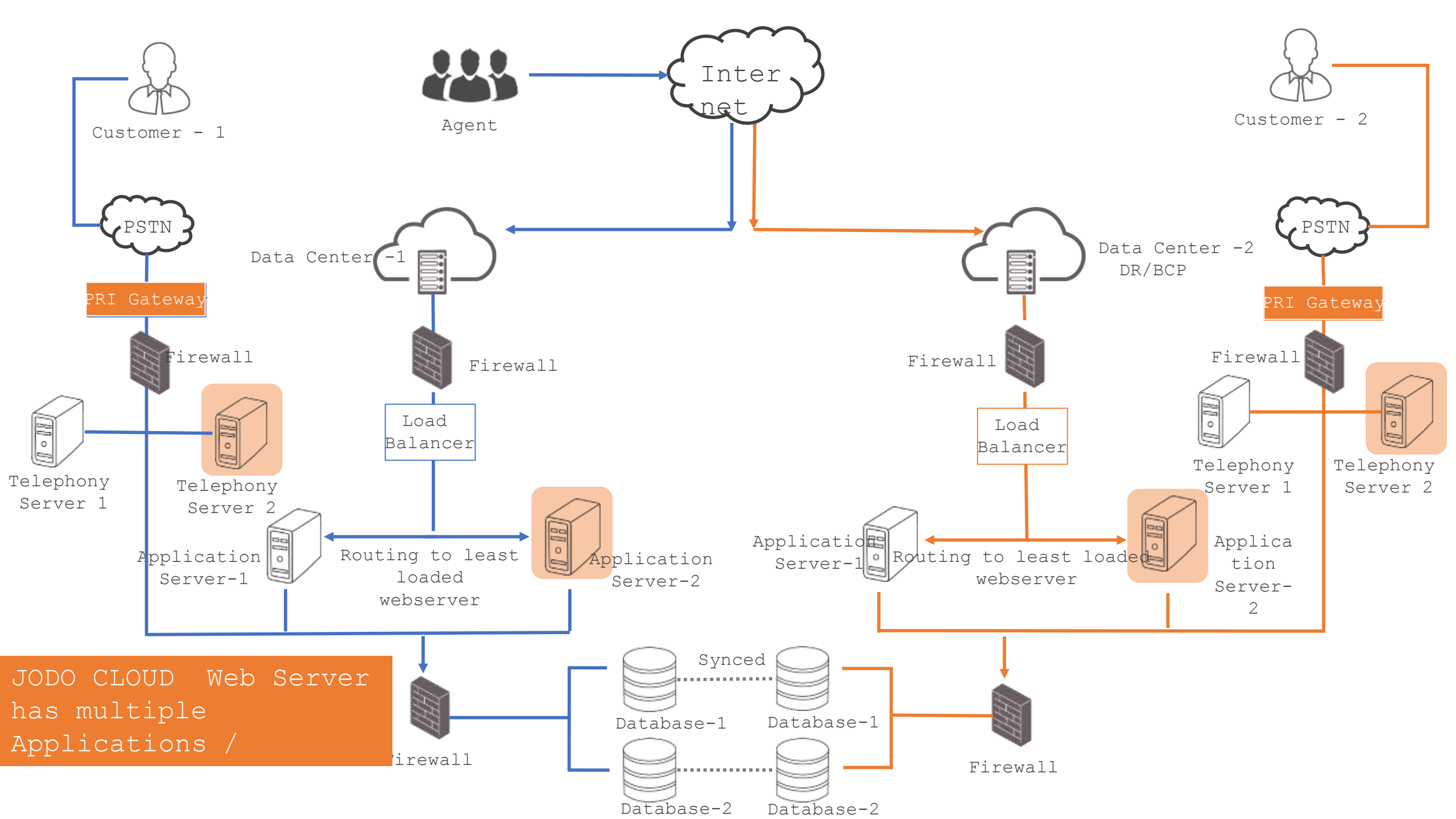
Public / Private / Hybrid Cloud Options

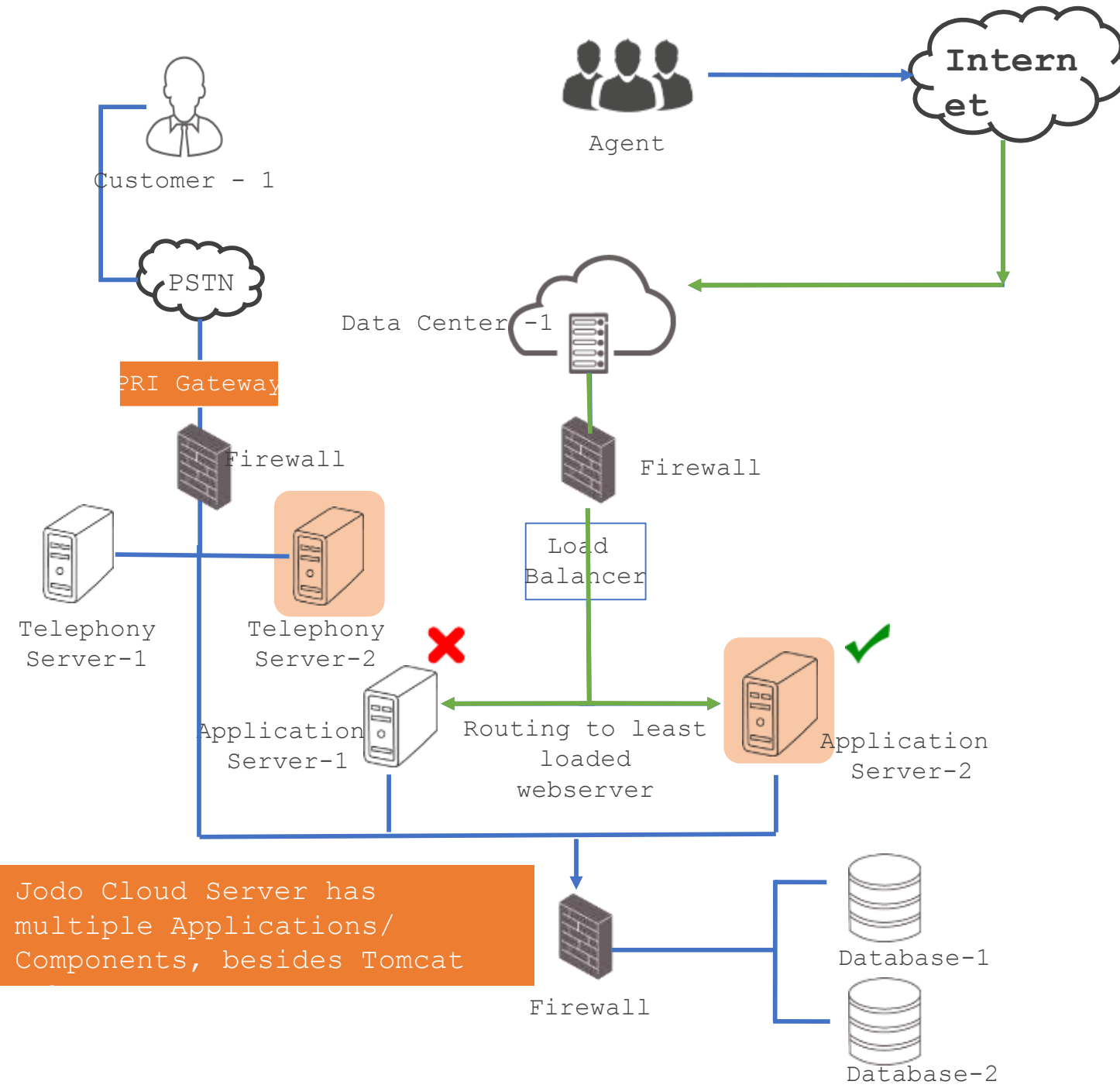
Architecture -



Architecture -



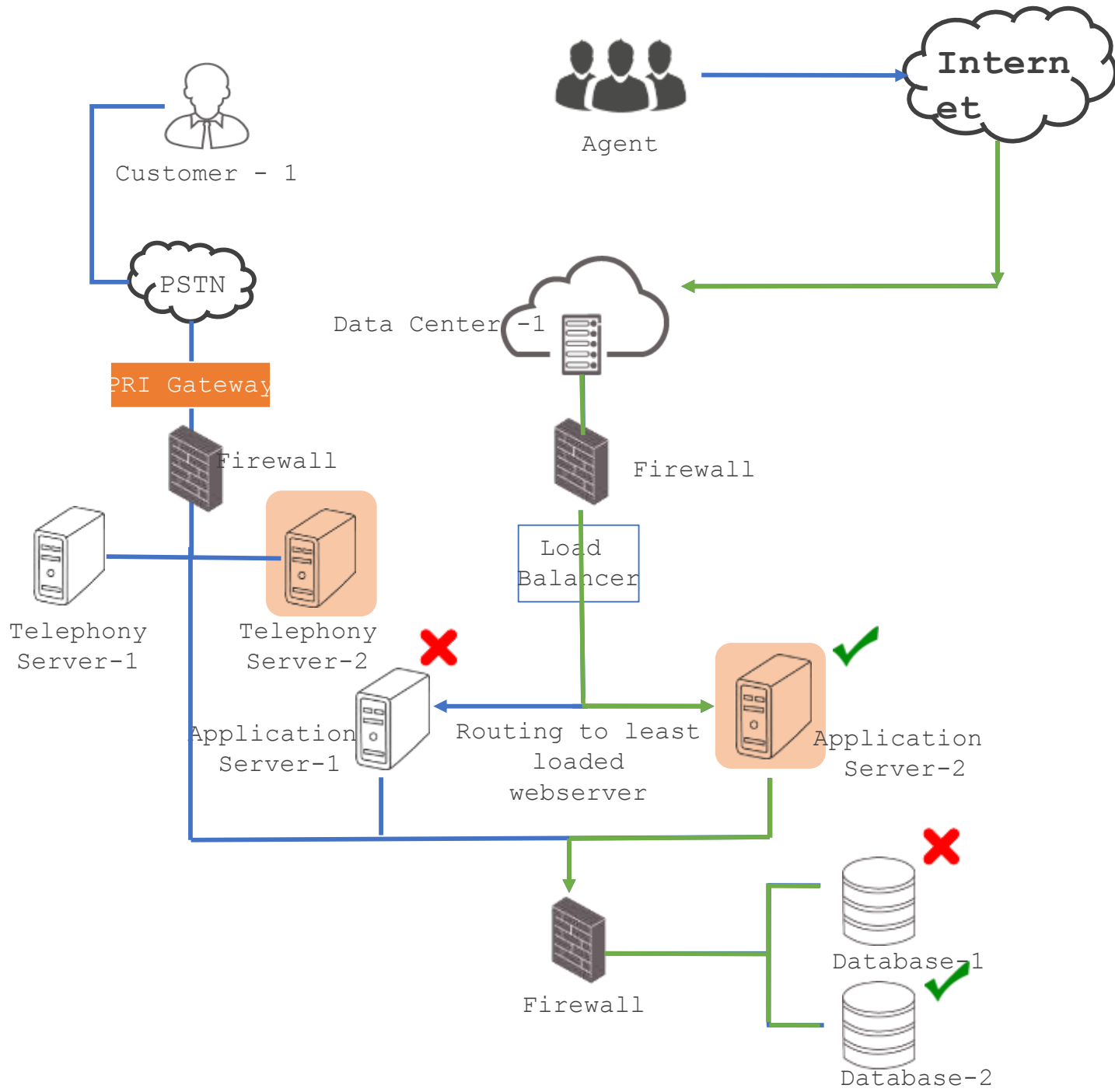




IF any Jodo Cloud Application Server node fails - Jodo Cloud is designed to use next node to handle request.

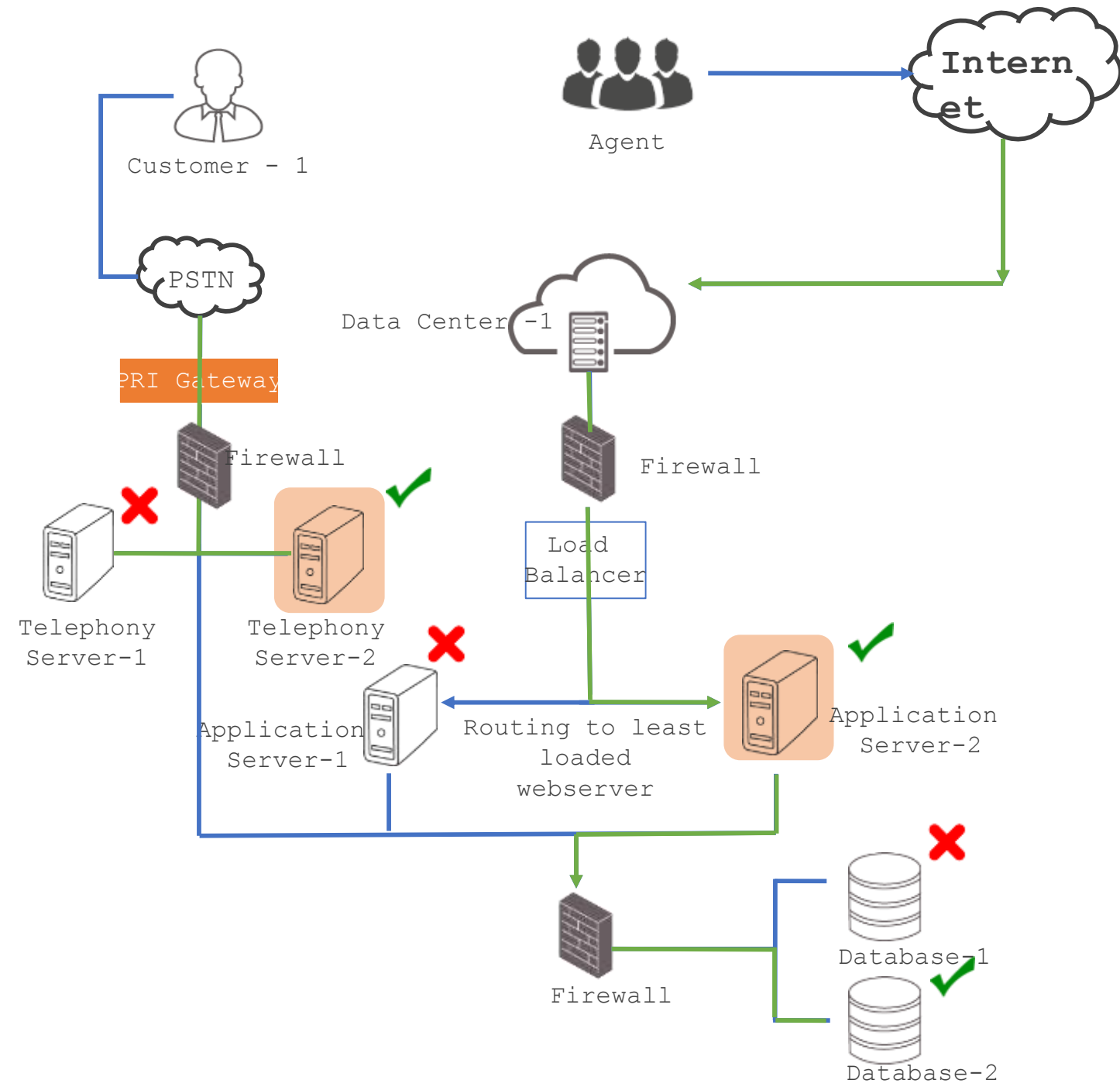
This is for Tomcat servers as well

Jodo Cloud Server has multiple Applications/Components, besides Tomcat



Jodo Cloud DB replicated across multiple nodes.

When one Database node fails, Secondary node is used to



If any Jodo Cloud Telephony Server node fails, Jodo Cloud will switch traffic automatically to another Jodo

