

# Toolbar Mobile App

## User Guide 2026

A clean, workflow-first guide for agents and operators handling customer communication sessions across chat, voice, video, attachments, and live customer context.

**01****Access**

Login securely and start your shift

**02****Ready**

Control availability for incoming sessions

**03****Connect**

Handle chat, voice, video, media

**04****Close**

Return to dashboard and sign out safely

## NAVIGATE

# What this guide covers

Use this as a fast onboarding handbook. Each section explains what the user sees, what action to take, and what result to expect.

**1****Quick Start**

Login, become Ready, receive a session, communicate, close.

**2****Dashboard**

Status banner, Ready toggle, active sessions, settings.

**3****Live Session**

Customer profile, system messages, technical context.

**4****Communication Tools**

Chat, attachment, emoji, audio message, voice, video.

**5****Workflows**

Real operating flows for daily agent usage.

**6****Support & Security**

Troubleshooting, privacy, sign out, best practices.

## WELCOME

# One mobile console for customer communication

Jodo World Toolbar helps enterprise users manage live customer communication sessions from one mobile interface.

## The product experience

The app is organized around a simple operating rhythm: sign in, go Ready, handle assigned sessions, communicate through the right media, and close safely.

- Secure login with email, password, captcha, and optional social sign-in.
- Availability control through the Ready for Calls toggle.
- Live session management with customer context and selected language.
- Chat, voice, video, attachments, emojis, and audio messages in one flow.
- Settings, privacy access, and sign out for shift completion.

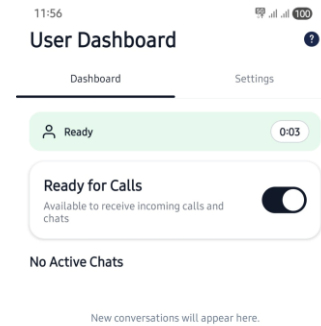


Figure 1. Dashboard state with Ready enabled.



## Who should use this guide

Customer support agents, communication operators, enterprise service representatives, supervisors, and internal team members who need to understand the mobile workflow.



## Core operating principle

The dashboard is the control point. The live session screen is the work area. Settings is used for privacy information and sign out.

**QUICK START**

# Start handling customer sessions in five steps

A new user can follow this flow without additional training.

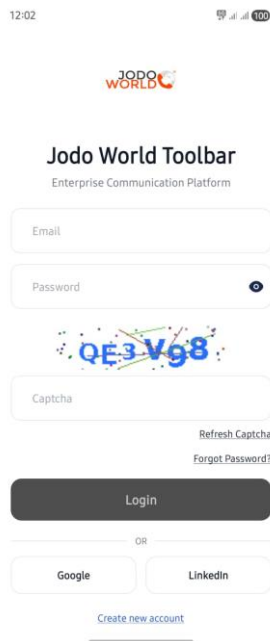
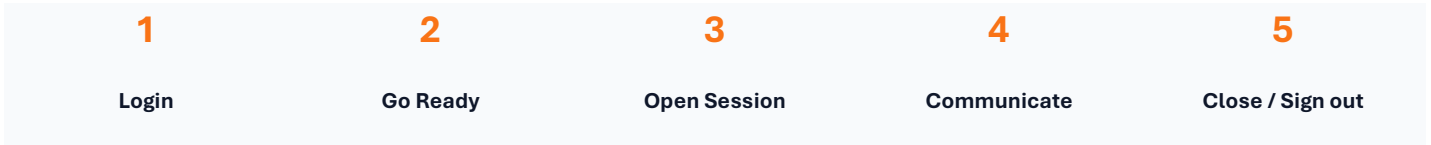


Figure 2. Login screen with captcha and sign-in options.

## Access and first use

Use registered credentials or enabled social sign-in options. Captcha protects the login flow and must be entered exactly as shown.

- Enter email and password.
- Use the eye icon to view or hide password text.
- Enter captcha exactly as displayed.
- Refresh captcha when unclear or expired.
- Use Forgot Password when credentials are lost.

Screen item	Purpose	User action
Email / Password	Identifies and authenticates the user	Enter registered credentials
Captcha	Confirms manual login attempt	Type the shown code exactly
Refresh Captcha	Loads a new captcha image	Tap when text is unclear
Google / LinkedIn	Alternative login where enabled	Use only if your organization allows it
Create new account	New user registration path	Use if enabled by your admin

DASHBOARD

# Control availability and session visibility

The dashboard shows current state, timer, availability control, and assigned sessions.

## Ready state

Ready means the user is available for incoming customer communication sessions.

- The green banner shows current status and duration.
- Ready for Calls toggle ON means available.
- No Active Chats means no current customer session is assigned.
- The Help icon gives access to assistance if enabled.

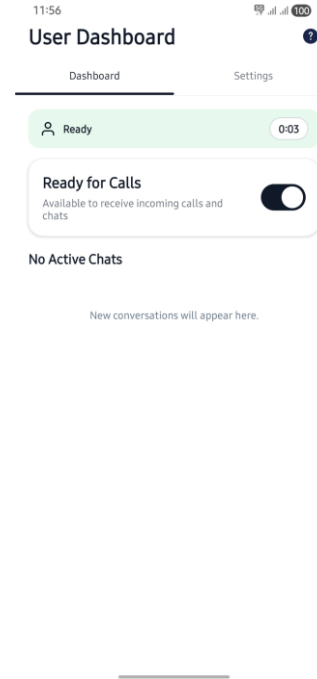
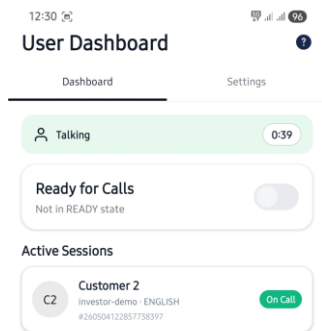


Figure 3. Dashboard with Ready status and no active chats.



## Talking state and active sessions

When a user is already in a call or live session, the dashboard shows Talking and lists the active customer session.

- Ready toggle may be disabled while engaged.
- Active Sessions lists the customer name, tenant, language, session ID, and status.
- On Call indicates an ongoing session.
- Tap the session card to return to the live session.

Figure 4. Dashboard showing Talking status and active session.

State	Meaning	Recommended action
Ready	Available for incoming calls/chats	Wait for assigned sessions
Talking	Currently handling a live session	Continue session and avoid sign out
Not Ready	Not available for new sessions	Turn Ready ON when available
No Active Chats	No current customer conversation	Stay Ready or check routing/team instructions
On Call	A customer session is active	Open the session card if needed

LIVE SESSION

# Understand the customer before responding

The live session screen combines customer identity, language, communication controls, system messages, and support context.

## Session workspace

Use this screen to review customer journey events and communicate using available media.

- Customer avatar initials and customer name identify the session.
- Tenant/account name and selected language appear below the customer name.
- Session timer shows active duration.
- System messages show customer connection, selected language, media choice, and call events.
- Voice, video, attachment, and sign-out/session controls appear in the header and composer area.

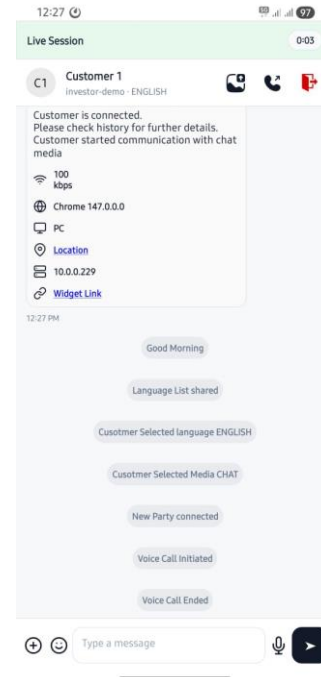


Figure 5. Live session with customer context and system messages.



## Why system messages matter

They create a visible operating history: customer connected, language list shared, language selected, media selected, new party connected, voice initiated, voice ended. This helps the agent respond with the correct context.

Customer context item	What it shows	How to use it
Network speed	Example: 100 kbps	Check whether slow network may affect media quality
Browser	Example: Chrome	Useful for digital support diagnosis
Device type	Example: PC	Understand customer environment
Location	Location link if available	Use only for service-related purpose
IP address	Network identifier	Use responsibly for troubleshooting
Widget Link	Customer-side entry point/session link	Use for support validation where permitted

## COMMUNICATION TOOLS

# Use the right mode for the customer need

The app supports short text updates, file sharing, emojis, audio messages, voice calls, and video calls.

## Chat messaging

**Purpose:** Send text messages inside the active customer session.

**Usage:** Tap the message box, type the message, and press the send button.

**Expected outcome:** The message appears in the conversation with timestamp and delivery indicator where enabled.

**Quick tip:** Keep messages concise and professional.

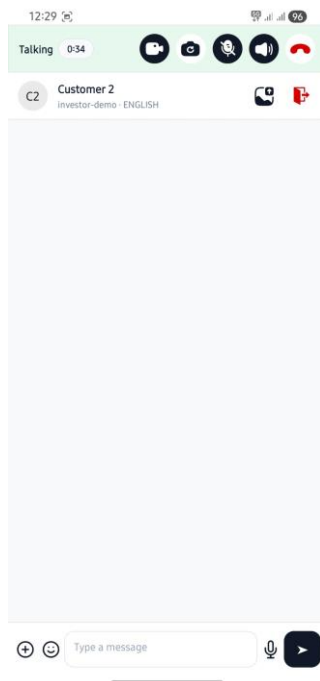


Figure 6. Chat message sent inside a live customer session.

## Chat composer

The composer area contains message input, add/attachment, emoji, microphone, and send controls.

- Use the text field for written replies.
- Tap Send after reviewing the message.
- Use timestamps and check marks to confirm message flow where visible.
- Do not paste sensitive information unless it is required and authorized.

## + Attachments

**Purpose:** Send supported images or business documents during the customer interaction.

**Usage:** Tap the plus/add icon and choose Photo from library or Document / Spreadsheet.

**Expected outcome:** The selected file is attached to the active conversation.

**Quick tip:** Use attachments only when they help resolution or customer service.

## Send attachment

The attachment menu opens as a bottom sheet with supported options.

- Photo from library supports JPEG, PNG, and WEBP.
- Document / Spreadsheet supports DOCX, XLSX, and PDF.

- Cancel closes the menu without sending anything.
- Verify the file before sending.



Figure 7. Attachment bottom sheet.

Attachment type	Supported formats	Typical use
Photo from library	JPEG, PNG, WEBP	Screenshots, reference images, service photos
Document / Spreadsheet	DOCX, XLSX, PDF	Forms, reports, documents, spreadsheets

## MESSAGING ENHANCEMENTS

# Emoji and audio message options

Use these carefully based on customer context and company communication policy.

## Emoji input

The emoji icon opens the mobile emoji keyboard.

- Select an emoji to insert it into the message.
- Use emojis only when suitable for the customer and business context.
- Avoid emojis in formal, complaint, compliance, or sensitive conversations.

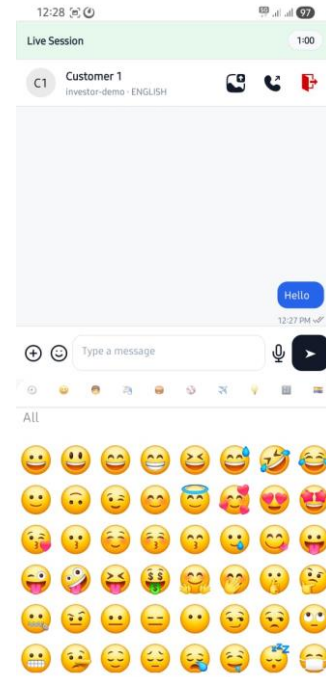
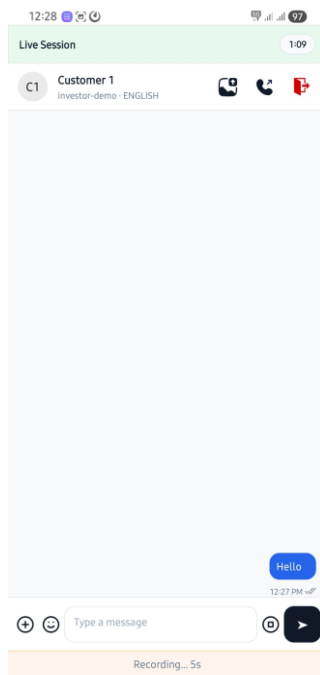


Figure 8. Emoji keyboard opened from the chat composer.



## Audio message recording

The microphone control can be used to record short audio messages.

- Tap the microphone icon to start recording.
- Speak clearly and monitor the timer.
- Stop recording when complete.
- Send or discard based on the app flow.

Figure 9. Recording indicator with duration timer.

## CALLS

# Voice and video communication

Calls move the user into an active Talking state. Complete the call before leaving the session.

## Voice call mode

Voice call controls appear when the user is talking to the customer.

- Talking status and call timer show active call duration.
- Mute/unmute controls the microphone.
- Speaker control changes audio output.
- End call closes the voice interaction.
- Ready may be disabled during active call handling.

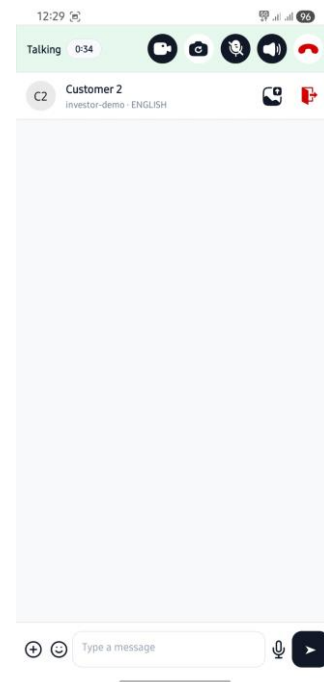


Figure 10. Talking state and voice call controls.

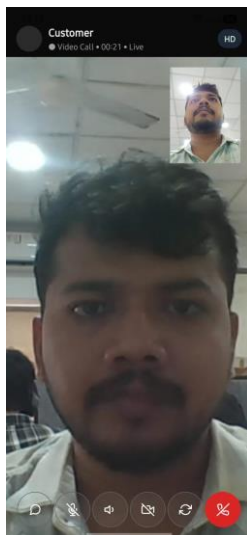


Figure 11. Video call with customer view and self-view preview.

## Video call mode

Video call provides real-time visual support when customer interaction requires visual context.

- Customer video is the main view.
- Self-view preview shows the agent camera feed.
- HD and Live indicators show call quality/state where available.
- Use mute, speaker, camera, switch-camera, chat, and end controls as required.

SETTINGS

# Privacy access and safe sign out

Use Settings for privacy information and session-safe sign out.

**Settings screen**

Settings contains account-level actions visible to the user.

- Privacy Policy opens platform or app privacy information.
- Sign Out logs the user out of the application.
- Do not sign out while a customer session is active.
- Return to Dashboard and confirm active sessions are completed first.

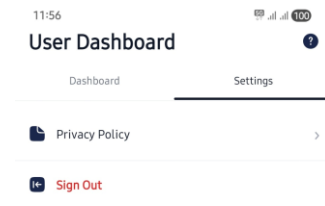


Figure 12. Settings with Privacy Policy and Sign Out options.




### Safe sign-out flow

Go to Settings, tap Sign Out, confirm if prompted, and verify all active customer sessions are completed before leaving the app.


WORKFLOW EXAMPLES

# Daily operating flows

These workflows show how features connect during normal agent activity.



**First shift start**  
 Open app → Login → Dashboard → Turn Ready ON → Wait for incoming session



**Handle chat session**  
 Open assigned session → Review language/context → Type reply → Send → Add attachment if needed → End session

**Move from chat to voice**

Open live session → Review customer messages → Tap call control → Talk → End call → Return to chat/session

**Use video support**

Open session → Start video when required → Verify camera/mic → Guide customer → End call → Update chat if needed

**Close work safely**

Return to Dashboard → Confirm no active sessions → Open Settings → Sign Out

**SMART WORKFLOW EXPERIENCE**

# Designed for low-friction session handling

The app reduces navigation by keeping the user in a clear operating path.

**Dashboard-first operation**

The user always knows current availability and active-session state.

**Context before action**

Customer language, tenant, device, network, and journey events are visible before response.

**Communication in one workspace**

Text, media, voice, and video actions are available inside the session flow.

**Safe state transitions**

Ready, Talking, active session, and sign-out behavior reduce accidental session interruption.

## FEATURE AND TOOLBAR GUIDE

# What each visible action does

Use this section as a quick reference while training or supporting users.

## ? Help / Question mark

**Purpose:** Opens help or app assistance if enabled.

**Usage:** Tap the question mark icon from the dashboard.

**Expected outcome:** User can access support guidance.

**Quick tip:** Use when unsure about app operation.

## 🟢 Ready toggle

**Purpose:** Controls user availability.

**Usage:** Switch ON when available; switch OFF when not available.

**Expected outcome:** Incoming sessions are routed only when available.

**Quick tip:** Do not go Ready unless you can handle sessions.

## + Plus / Add

**Purpose:** Opens attachment options.

**Usage:** Tap the plus icon near the chat box.

**Expected outcome:** User can select a photo or document.

**Quick tip:** Send only relevant files.

## 😊 Emoji

**Purpose:** Opens emoji keyboard.

**Usage:** Tap the smile icon in the composer.

**Expected outcome:** Emoji can be inserted into chat.

**Quick tip:** Use only where appropriate.

## 🎤 Microphone

**Purpose:** Starts an audio message or voice input flow.

**Usage:** Tap microphone and record clearly.

**Expected outcome:** Audio message can be sent where supported.

**Quick tip:** Avoid background noise.

## ➤ Send

**Purpose:** Sends composed message.

**Usage:** Tap after typing.

**Expected outcome:** Message appears in chat.

**Quick tip:** Review before sending.

## Voice call

**Purpose:** Starts or manages voice call.

**Usage:** Tap call icon from live session.

**Expected outcome:** Customer and user connect by voice.

**Quick tip:** Confirm customer readiness where needed.

## Video call

**Purpose:** Starts or manages video call.

**Usage:** Tap video/camera icon.

**Expected outcome:** Live video support begins.

**Quick tip:** Check lighting and audio.

## **M Mute**

**Purpose:** Turns microphone off/on.

**Usage:** Tap mic control during call.

**Expected outcome:** Customer cannot/can hear user.

**Quick tip:** Use mute during background noise.

## **S Speaker**

**Purpose:** Controls audio output.

**Usage:** Tap speaker during call.

**Expected outcome:** Audio route changes.

**Quick tip:** Use headphones for privacy.

## End call

**Purpose:** Ends active voice/video call.

**Usage:** Tap red end button.

**Expected outcome:** Call is closed.

**Quick tip:** End only after customer communication is complete.

## Switch camera

**Purpose:** Changes front/rear camera.

**Usage:** Tap switch camera control during video.

**Expected outcome:** View changes to alternate camera.

**Quick tip:** Use rear camera for showing objects/documents.

## **P Privacy Policy**

**Purpose:** Opens privacy information.

**Usage:** Tap from Settings.

**Expected outcome:** User can review policy.

**Quick tip:** Read before handling sensitive information.

## → Sign Out

**Purpose:** Logs user out.

**Usage:** Tap from Settings after sessions end.

**Expected outcome:** User exits the app.

**Quick tip:** Never sign out during active session.

## 📍 Location

**Purpose:** Opens or shows customer location where enabled.

**Usage:** Tap location link in customer panel.

**Expected outcome:** Helps service context.

**Quick tip:** Use only for authorized support.

## 🔗 Widget Link

**Purpose:** Shows customer-side digital entry/session link.

**Usage:** Tap link when needed.

**Expected outcome:** Helps validate digital entry context.

**Quick tip:** Use responsibly.

### BEST PRACTICES

# Use the app professionally and safely

These rules protect customer experience, privacy, and operating quality.



**Turn Ready ON only when you are available to handle customers.**



**Do not sign out during an active session or live call.**



**Check customer language before sending replies or starting a call.**



**Keep communication professional, concise, and relevant.**



**Use attachments only when they support the service conversation.**



**Avoid unsupported file formats and oversized files where limits apply.**



**Use location, IP, browser, and device details only for service-related troubleshooting.**



**End calls properly before leaving the session screen.**



**Return to Dashboard to confirm current state and active sessions.**



**Maintain privacy and security at all times.**

## HELP AND TROUBLESHOOTING

# Resolve common issues quickly

Use these compact guidance cards before escalating to support or supervisor teams.

Issue	Possible reason	Recommended action
Login button disabled	Required fields are missing or captcha incomplete	Enter email, password, and captcha correctly
Captcha not accepted	Captcha entered incorrectly or expired	Refresh captcha and enter the new code carefully
Forgot password	Credentials unavailable	Use Forgot Password link and follow organization process
No incoming sessions	User not Ready, no queue assignment, or no customer traffic	Turn Ready ON and check routing/team instructions
Ready toggle disabled	Active session or Talking state	Finish the active session first
Audio not recording	Microphone permission blocked or device issue	Enable mic permission and retry
Customer cannot hear user	Muted microphone, device permission, or audio route issue	Unmute, check mic permission, switch headset/speaker
Video not visible	Camera permission blocked or network issue	Enable camera permission and check network
Attachment not uploading	Unsupported file type, size, or weak network	Use supported format and retry
Session still active	Session not properly ended or app state not refreshed	Reopen session, end properly, refresh or relaunch if needed
App not showing latest state	Network/app sync delay	Return to dashboard, refresh state, or restart app if needed

## PRIVACY AND SECURITY

# Handle customer information responsibly

Customer context and communication records must be treated as sensitive enterprise information.



## Credentials

Do not share login credentials, password, or one-time access information.



## Customer data

Use customer information only for authorized service work.



## Location and technical data

Treat location, IP address, browser, device, and network details as sensitive.



## Attachments

Verify every file before sending and avoid sharing unrelated internal documents.



## Session behavior

Complete active sessions before signing out or leaving the app.

## Policy awareness

Review Privacy Policy from Settings when required by your organization.

CLOSE

# A simple workflow for modern communication operations

Jodo World Toolbar Mobile App gives agents a single mobile workspace to become available, manage live sessions, communicate across chat/voice/video, exchange media, and close work safely.



### Operating summary

Login → Ready → Receive session → Review context → Communicate → End session → Dashboard → Sign out.

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