Jodo World Toolbar Mobile App

User Guidelines

Product: Jodo World Toolbar

Enterprise Communication Platform

Version No: 1.0   Date : 05-05-26

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Audience	Customer support agents, communication operators, enterprise service users

Purpose: This document is designed as a practical operating manual for new and existing users of the Jodo World Toolbar mobile app. It explains the complete workflow from login to sign out, including dashboard readiness, live sessions, chat, media, attachments, voice, video, settings, privacy, and safe operating practices.

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1. Introduction

The Jodo World Toolbar Mobile App is an enterprise communication application for agents, operators, and support users who handle customer communication sessions from a mobile device. It brings availability management, LIVE customer sessions, chat, voice, video, attachments, emojis, and session status into one mobile interface.

The app supports communication-led business execution. Agents can become available, receive assigned customer sessions, understand the customer context, communicate through multiple media options, and complete the session while maintaining professional and privacy-aware handling.

- Log in securely using email/password and captcha, or supported social login options.
- Turn availability on or off through the Ready for Calls control.
- Receive and manage live customer chat, voice, and video sessions.
- Use chat, attachments, emojis, and audio messages during customer conversations.
- Review customer language, account/tenant context, and device/environment information.
- Use settings, privacy policy access, and sign-out controls responsibly.

2. Login Screen

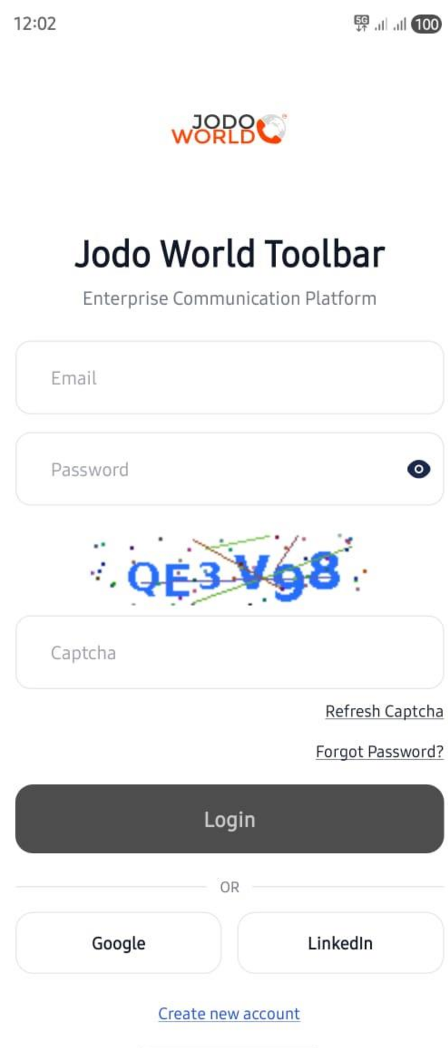

Figure 1: Login screen for Jodo World Toolbar mobile app.

The login screen is the entry point to the Jodo World Toolbar mobile app. It validates the user before allowing access to the dashboard and customer communication sessions.

Screen Element	Purpose
Email field	Enter the registered email address assigned to the app user.
Password field	Enter the account password.
Password visibility icon	Tap the eye icon to show or hide the password while typing.
Captcha image and Captcha field	Enter the captcha exactly as shown. This helps prevent automated login attempts.
Refresh Captcha	Generates a new captcha when the current one is unclear or expired.
Forgot Password?	Starts the password recovery process when credentials are lost.
Login button	Submits the entered login details for verification.
Google / LinkedIn	Alternative login options, where enabled by the enterprise administrator.
Create new account	Used for new account creation where self-registration is permitted.

Login steps

1. Open the Jodo World Toolbar mobile app.
2. Enter the registered email address.
3. Enter the password.
4. Enter the captcha exactly as shown on the screen.
5. Tap Login.
6. Alternatively, use Google or LinkedIn login if your organization has enabled those options.
7. Use Forgot Password if the login credentials are not available.

Note: The Login button may remain disabled until mandatory fields such as email, password, and captcha are filled correctly.

3. User Dashboard Overview

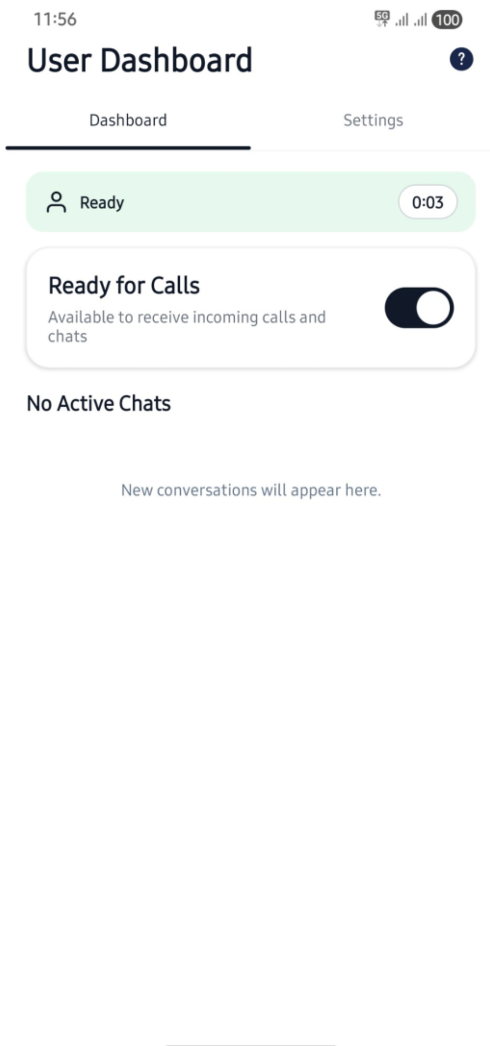

Figure 2: Dashboard screen showing Ready status and no active chats.

The dashboard is the main operating screen after login. It shows the user status, readiness for incoming calls/chats, and current active sessions.

- Header - Displays the screen title: User Dashboard.
- Help icon - Question mark icon used for application help or support guidance, if enabled.
- Dashboard tab - Opens the primary work area for availability and session monitoring.
- Settings tab - Opens privacy policy and sign-out options.
- Status banner - Shows the current user state, such as Ready or Talking.
- Session/status timer - Shows how long the current status or session state has been active.
- Ready for Calls card - Allows the user to become available for customer calls and chats.
- Ready toggle - Turns availability ON or OFF.
- No Active Chats - Indicates that no customer conversations are currently assigned or active.

Ready means the user is available to receive incoming customer calls and chats. No Active Chats means there are currently no customer conversations assigned or active.

4. Ready for Calls Toggle

The Ready for Calls toggle controls whether the user can receive new incoming customer sessions.

- When the toggle is ON, the user is available for new incoming sessions.
- When the toggle is OFF, the user is not available for new incoming sessions.
- The status banner changes based on the current state of the user.
- The timer shows the duration of the current status or live session state.

Status	Meaning	User Action
Ready	Available for incoming calls/chats	Wait for customer sessions.
Talking	Currently engaged in a live session	Continue handling the assigned session.
Not in READY state	Not available for new sessions	Turn Ready ON if availability is required.
No Active Chats	No current sessions	Remain ready or check settings as needed.

5. Settings Screen

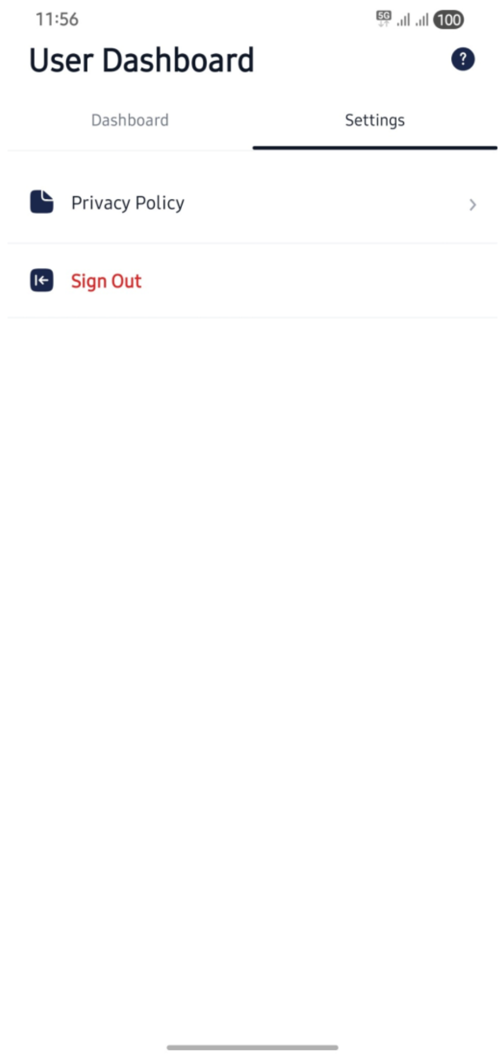

Figure 3: Settings screen with Privacy Policy and Sign Out options.

The Settings screen provides access to privacy information and sign-out controls.

- Privacy Policy - Opens the app/platform privacy policy information.
- Sign Out - Logs the user out of the mobile app.
- Settings tab indicator - Shows that the Settings tab is active.

Safe sign-out steps

1. Go to the Settings tab.
2. Tap Sign Out.
3. Confirm sign out if prompted.
4. Ensure active sessions are completed before signing out.

Note: Do not sign out while a customer session is active unless instructed by a supervisor or support team.

6. Live Session Screen

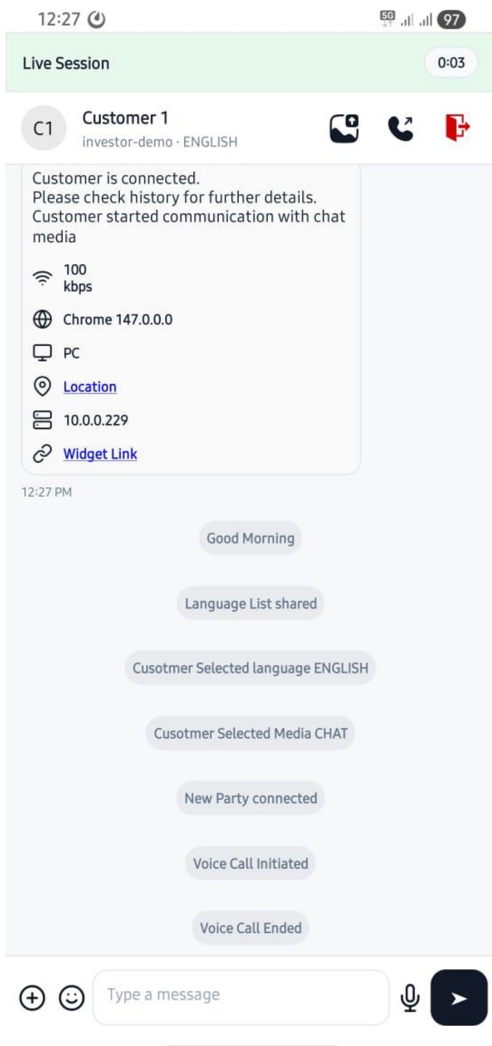

Figure 4: Live session screen showing Customer 1, session details, customer environment, and system messages.

The Live Session screen is where the user handles an assigned customer interaction. It shows the customer identity, selected language, session history, system events, and communication controls.

- Live Session header - Indicates that the user is inside an active customer session.
- Session timer - Shows the elapsed time for the live session.
- Customer avatar initials - Shows initials such as C1 or C2 for quick identification.
- Customer name - Displays the assigned customer label, such as Customer 1.
- Tenant/account name - Displays the source or business account, such as investor-demo.
- Language - Displays the selected customer language, such as ENGLISH.
- Media controls - Provide actions such as video call, voice call, media/attachment, or exit/end actions depending on the session state.
- System messages - Show the customer journey, language selection, media selection, call events, and connection updates.

Common system messages

System Message	Meaning for the User
Customer is connected	The customer has joined or connected to the session.
Customer started communication with chat media	The customer selected chat as the communication mode.
Language List shared	The system presented available languages to the customer.
Customer Selected language ENGLISH	The customer selected English as the session language.
Customer Selected Media CHAT	The customer selected chat as the media channel.
New Party connected	Another participant or communication leg has joined the session.
Voice Call Initiated	A voice call was started during the session.
Voice Call Ended	The voice call leg has ended while the session may still remain available for chat or wrap-up.

These messages help the agent understand what happened before and during the customer interaction. They are useful for continuity, audit, service quality, and correct response handling.

7. Customer Information Panel

The customer information panel shows environment details that may help the user understand the customer context and troubleshoot communication issues.

Visible Detail	How to Use It
Network speed, for example 100 kbps	Helps identify whether poor network conditions may affect chat, audio, video, or uploads.
Browser, for example Chrome	Shows the browser used by the customer where the widget or web session is active.

Device type, for example PC	Shows whether the customer is using PC/mobile/tablet where available.
Location link	May help route, support, or verify the customer location if enabled and permitted.
IP address	May support troubleshooting and security review.
Widget Link	Opens or references the customer widget/session link where applicable.
Note: Location, IP address, browser, and device details should be used responsibly and only for service-related purposes.	

8. Chat Messaging

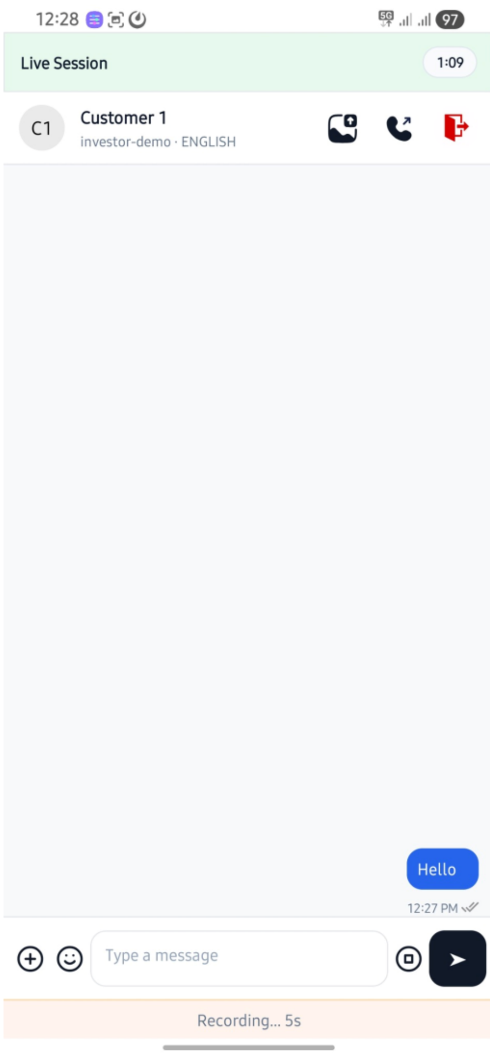

Figure 5: Chat session showing an agent message bubble and message input area.

Chat messaging allows the user to communicate with the customer through text during a live session.

- Message input box - Area where the user types a chat message.
- Send button - Sends the message to the customer.
- Plus/add icon - Opens attachment options.

- Emoji icon - Opens the emoji keyboard.
- Microphone icon - Starts a voice recording or audio message flow.
- Message bubble - Shows sent or received messages in the conversation.
- Timestamp - Shows the time at which the message was sent or received.
- Check marks - Indicate message delivery/read status where enabled.

Steps to send a chat message

1. Open the active customer session.
2. Tap the message input field.
3. Type the message.
4. Tap the send button.
5. Confirm that the message appears in the chat area.

9. Sending Attachments

Figure 6: Send attachment bottom sheet with photo and document/spreadsheet options.

The attachment menu allows the user to share supported files with the customer during a chat session.

Attachment Type	Supported Formats	Usage
Photo from library	JPEG, PNG, WEBP	Send image references, screenshots, or visual evidence.
Document / Spreadsheet	DOCX, XLSX, PDF	Send documents, reports, forms, or spreadsheets.
Cancel	Not applicable	Closes the attachment menu without sending a file.

Steps to send an attachment

1. Tap the plus/add icon near the message input box.
2. Select Photo from library to send an image.
3. Select Document / Spreadsheet to send a supported document.
4. Choose the file from the mobile device.
5. Send the attachment after confirming the selected file.
6. Tap Cancel to close the attachment menu.

10. Using Emojis

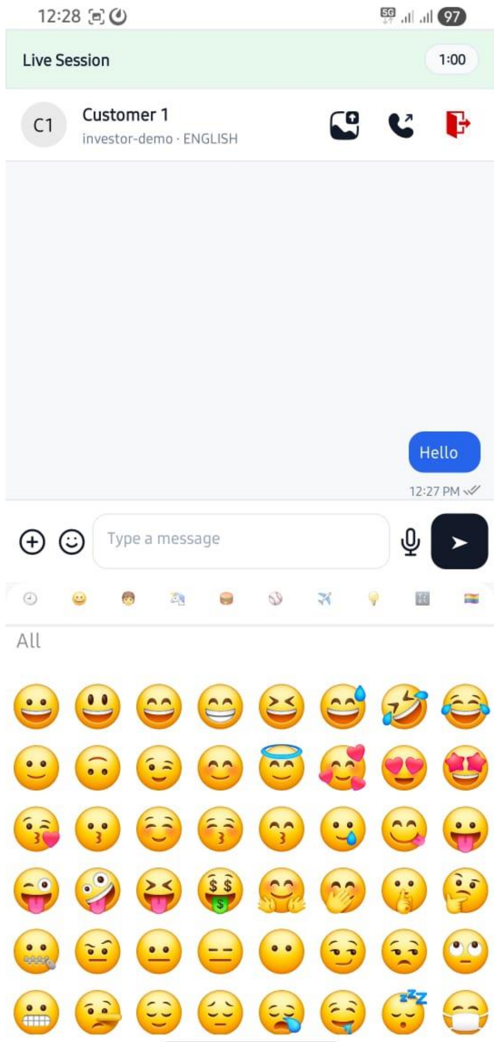

Figure 7: Emoji keyboard opened from the chat screen.

The emoji icon opens the emoji keyboard. Emojis can be inserted into chat messages when appropriate for the customer context and organization policy.

- Tap the emoji icon near the message input area.
- Select the emoji to include in the message.
- Send the message using the send button.
- Use emojis only when suitable for enterprise communication and customer relationship context.

Guidance: For regulated, formal, complaint, legal, financial, or escalation conversations, avoid emojis unless explicitly permitted by company communication policy.

11. Voice Recording / Audio Message

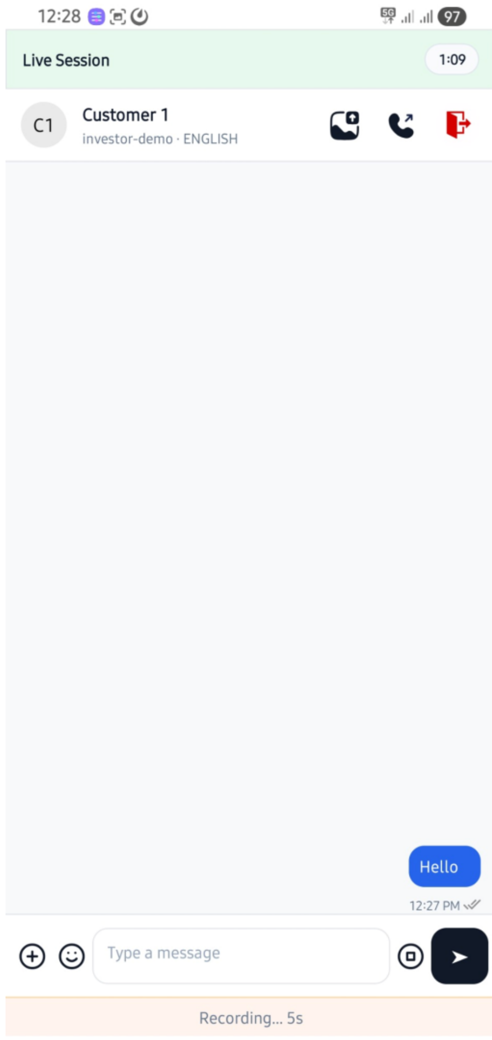

Figure 8: Voice recording state showing Recording... 5s below the chat input area.

The microphone icon starts an audio recording or voice message flow. The recording timer shows the recording duration.

1. Tap the microphone icon.
2. Speak clearly and keep the phone microphone unobstructed.
3. Monitor the recording timer.
4. Stop the recording when finished.
5. Send or discard the recording depending on the app flow.

Note: Record only service-relevant audio. Follow enterprise privacy, consent, and recording policies.

12. Voice Call

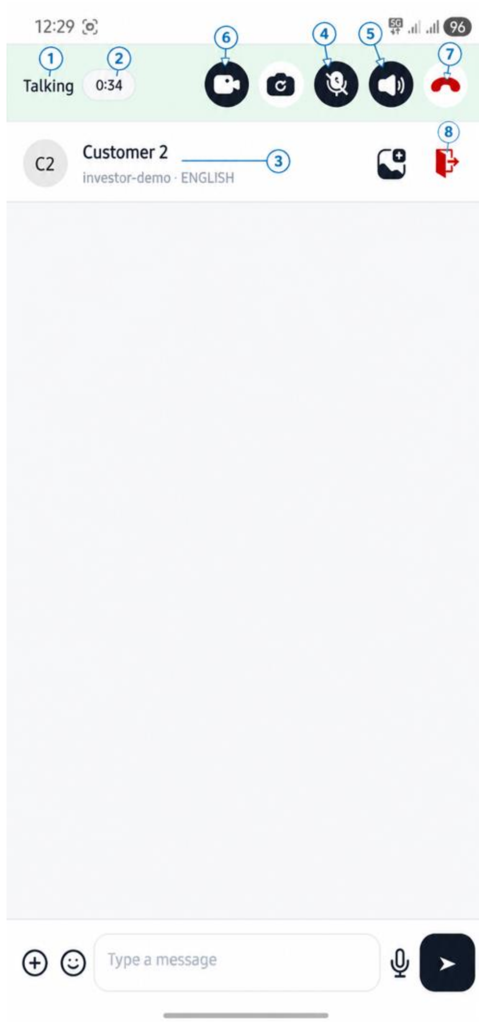

Figure 9: Voice call screen showing Talking status, call timer, customer details, and call controls.

During a voice call, the app shows the Talking status, call timer, customer details, and voice call controls. The Ready toggle may be disabled because the user is already engaged in a live session.

1. Talking status - Indicates that the user is actively handling a call.
2. Call timer - Shows the elapsed call duration.
3. Customer information - Shows the customer label, tenant/account name, and language.
4. Mute/unmute microphone - Controls whether the customer can hear the user.
5. Speaker control - Controls call audio output.
6. Video/camera option - Starts or switches to video where enabled.
7. End call button - Ends the active voice call.
8. End Session - Ends the active session.

Note: Before ending a call, confirm that the customer query or next step is clear. If a wrap-up or disposition process exists in your organization, complete it after the call.

13. Video Call

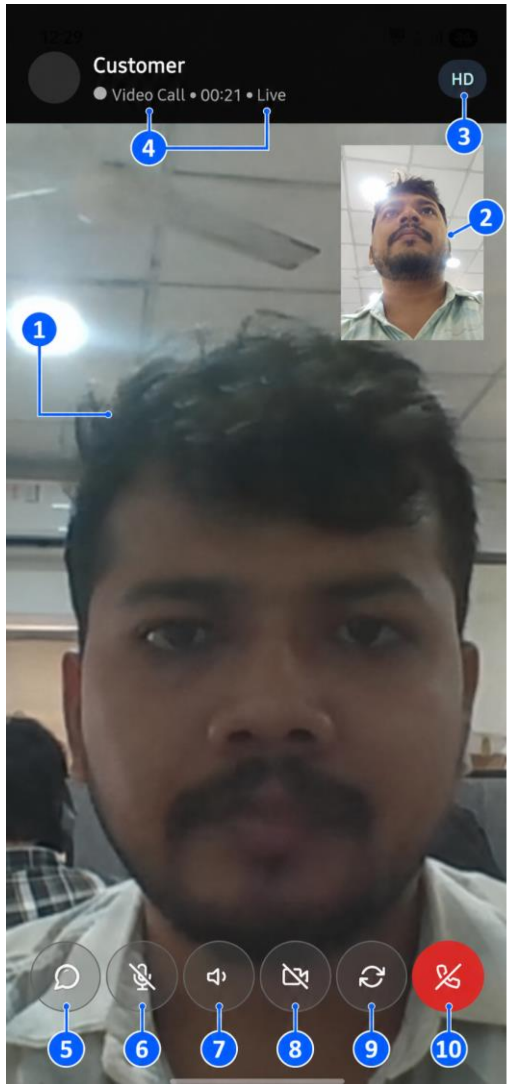

Figure 10: Video call interface with customer video, self-view preview, HD indicator, and call controls.

The video call interface allows face-to-face customer communication. It includes customer video, self-view preview, audio controls, camera controls, and call end controls.

1. Customer video area - Displays the customer video feed.
2. Self-view preview window - Shows the user's own camera preview.
3. HD indicator - Shows video quality status where available.
4. Video call timer and Live indicator - Show call duration and live state.
5. Chat icon - Opens or returns to chat if supported during the call.
6. Microphone mute/unmute - Controls whether the user audio is transmitted.
7. Speaker control - Controls audio output.
8. Camera on/off - Enables or disables the user camera.
9. Switch camera - Switches between front and rear camera where available.
10. End call button - Ends the video call.

Video call best practices

- Keep the camera stable.
- Ensure good lighting and avoid strong backlight.
- Use headphones where possible to reduce echo.

- Verify microphone and speaker before starting or accepting a video session.
- End the call only after customer communication is complete.

14. Active Sessions

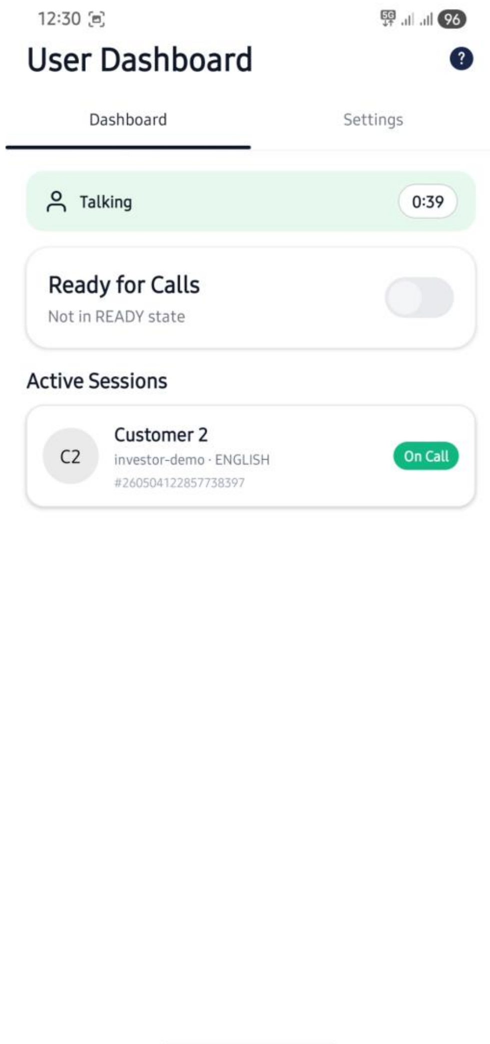

Figure 11: Dashboard showing Talking status and an active Customer 2 session marked On Call.

The Active Sessions section lists ongoing customer interactions. It helps the user return to an active session and monitor the current call/chat state.

- Customer card - Shows customer name, tenant/account name, selected language, session ID, and status.
- On Call badge - Indicates that the customer session is currently active.
- Talking status - Indicates the user is handling a live call or communication session.
- Ready toggle disabled state - Indicates the user is not available for new sessions while already engaged.
- Session card tap action - Tapping the active session card should open the live session.

When the user is handling an active call, the dashboard displays the current status as Talking and lists the active customer session.

15. Help Icon

The question mark icon appears on dashboard screens. It is used to access help, support guidance, or application assistance if the feature is enabled in the deployment.

- Use the help icon when unsure about app operation.
- Follow organization-specific help or escalation guidance where configured.
- For urgent customer-impacting issues, inform the supervisor or technical support team as per internal SOP.

16. End-to-End User Workflow

1. Open the Jodo World Toolbar mobile app.
2. Log in using email/password and captcha, or supported social login.
3. Go to the Dashboard.
4. Turn ON Ready for Calls.
5. Wait for incoming customer sessions.
6. Open the live session when assigned.
7. Review customer details, tenant/account context, and selected language.
8. Communicate using chat, voice, video, attachments, emojis, or audio messages as needed.
9. End the call or session when customer communication is complete.
10. Return to Dashboard.
11. Confirm active sessions are cleared or continue handling remaining sessions.
12. Sign out from Settings when work is complete.

17. Icon Reference Table

Icon / Control	Visible Location	Action / Meaning
Question mark / Help	Dashboard header	Opens help or assistance if enabled.
Ready toggle	Dashboard Ready for Calls card	Turns availability for new sessions ON or OFF.
Plus / Add	Chat input area	Opens attachment options.
Emoji face	Chat input area	Opens emoji keyboard.
Microphone	Chat input or call controls	Starts audio recording or controls microphone in call.
Send arrow	Chat input area	Sends typed message or selected content.
Image/photo attachment	Attachment bottom sheet	Selects photo from library.
Document attachment	Attachment bottom sheet	Selects supported document or spreadsheet.
Phone / Voice call	Live session header/call controls	Starts or manages voice call.
Video camera	Live session/video controls	Starts or manages video call.
Camera / Camera off	Video call controls	Turns camera ON/OFF.
Muted microphone	Video/voice controls	Mutes or unmutes the user microphone.

Speaker	Voice/video controls	Controls speaker output.
Red phone / End call	Voice/video controls	Ends the active call.
Switch camera	Video call controls	Switches between front and rear camera.
Sign out icon	Settings or live session header	Logs out or exits according to app flow.
Privacy policy document	Settings screen	Opens privacy policy information.
Location pin/link	Customer information panel	Shows customer location where enabled.
Widget Link	Customer information panel	References or opens the customer widget/session link.

18. Best Practices for Users

- Turn Ready ON only when available to handle customer interactions.
- Do not sign out during an active customer session.
- Check the customer language before responding.
- Keep communication clear, professional, and service-focused.
- Use attachments only when necessary and verify the selected file before sending.
- Avoid unsupported file formats.
- Use customer location, IP address, browser, and device details only for support purposes.
- End calls properly before leaving the session screen.
- Return to the dashboard to confirm current session status.
- Maintain privacy, confidentiality, and security at all times.

19. Troubleshooting

Issue	Possible Reason	Recommended Action
Login button disabled	Mandatory fields are blank or captcha is missing.	Enter email, password, and captcha correctly.
Captcha not accepted	Captcha typed incorrectly or expired.	Re-enter carefully or tap Refresh Captcha.
Forgot password	User does not remember login credentials.	Tap Forgot Password and follow the recovery process.
No incoming sessions	User is not Ready, queue has no customers, or routing is not assigning sessions.	Turn Ready ON and inform supervisor if no sessions arrive despite expected traffic.
Ready toggle disabled	User is already Talking or engaged in a live session.	Complete the active session before changing readiness.
Audio not recording	Microphone permission blocked or microphone unavailable.	Check mobile permission settings and retry recording.

Customer cannot hear the user	Microphone muted, device mic blocked, or network issue.	Unmute microphone, check device mic, and verify network quality.
Video not visible	Camera permission blocked, camera off, or network issue.	Enable camera permission, turn camera ON, and check connection.
Attachment not uploading	Unsupported file type, large file, or network problem.	Use supported formats and retry on stable network.
Session still showing active	Call/chat not ended correctly or app state not refreshed.	Open the session, complete it properly, then refresh/reopen dashboard if required.
App not showing latest state	Network delay, stale app state, or background sync issue.	Check connectivity, return to dashboard, or restart app if permitted by SOP.

20. Privacy and Security Guidelines

The app may display customer-related details and communication records. Users must handle this information with enterprise-grade care.

- Do not share user credentials with anyone.
- Do not allow another person to operate the app using your login.
- Handle customer information securely and only for service-related work.
- Treat location, IP address, browser, device, language, and session information as sensitive operational data.
- Check attachments before sending and avoid sending internal or unrelated files.
- Review the Privacy Policy from the Settings screen when required.
- Sign out after completing work, especially on shared or managed mobile devices.
- Follow company policies for recording, customer consent, escalation, data retention, and audit.

21. Conclusion

The Jodo World Toolbar Mobile App enables enterprise users to manage customer communication through chat, voice, video, attachments, emojis, audio messages, session tracking, and dashboard-based availability management in one mobile interface.

Used correctly, the app helps agents and operators deliver consistent, professional, privacy-aware customer communication while supporting Jodo World’s communication-native business execution model.