

A Global Real-time Unified solution for all your enterprise needs.

Key Differentiators

- **Seamless Integration**
Informed and empowered interactions in every channel and every touch point - inbound and outbound calls, Email, Web chat, Social Media and SMS – all from the same workstation.
- **Seamless Call Automation**
Automates more without involving a live agent, but when seamless transfers occur, both agents and customers start with more context which enhances the experience.
- **Unified Architecture**
Enabled by technology, the contact is a consistent, differentiating experience, even when customers switch channels.
- **Enriched Options**
In customer interaction across channels, including social spaces.
- **Usability Ease**
Leverage unified communications and collaboration technologies across the enterprise.
- **Deployment Flexibility**
Flexible, scalable, sophisticated enhancements, for simple to complex needs.

Key Components

Self Service Option – IVR (Interactive Voice Response System)

Self Service Option - IVR

IVR ("Interactive Voice Response") Systems provide callers with inbound automated voice recordings and menus, providing consumer and business information and guidance through menu selections made with digit entries (DTMF), without agent assistance. The inclusion of Self Service Options can be added, based on customer requirements using IVR development tools which also allows easy integration with different DB/CRM systems to fetch data and information, providing it to the customer, on request.

TTS - (Text to Speech)

TTS (Text to Speech) Integration with Self Service Application

Text-to-speech (TTS) is a supplemental IVR system which converts scripted text into speech; Digitized speech is generated via computing, providing an emulation of a human voice speaking. Gender, nationality, persona and other human traits may be applied, as required.

ASR - (Automatic Speech Recognition)

ASR (Automatic Speech Recognition) Integration with Self Service Application

This feature allows a computer to recognize keywords spoken by the caller, which in turn may be converted to text as the basis for a response or conversation. Speech Recognition Engines such as Nuance and Microsoft may be deployed.

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Unified ACD Features

- ACD**
 The Automatic Call Distribution (ACD) system distributes incoming calls to a specific group agents using a browser or on Mobile devices. ACD manages distribution of incoming/outbound call on the basis of skill based routing or FIFO basis (see previous entries). ACD skills based routing can be performed on basis of language, product knowledge, ratings for agents and other business attributes.
- ACD Wait time**
 The ACD system announces the callers waiting time, estimated via an algorithm when joining the queue. The ACD reads out the expected wait time of the next available agent on the IVR system.
- ACD Queue position**
 The ACD system announces the callers relative position in the waiting queue. The ACD reads out the queue position up to the next available agent on the IVR system.
- Process specific Queue announcements**
 The IVR system allows the process owner to configure whether to play queue position & wait time to callers and to define and configure specific queue announcements when the queue position and wait time will be announced.
- Process specific Hold Music**
 The IVR system can be configured to play and process specific in-Queue music or announcements. Different in-Queue music and announcements can be configured for different products or services.
- Transfer call to ACD Queue**
 The IVR system allows the process owner to configure whether to play queue position & wait time to callers and to define and configure specific queue announcements when the queue position and wait time will be announced.
- Unlimited Skill supported**
 Multiple skills can be assigned to agents and queues. Calls can be connected with most appropriate agent based on multiple skill sets defined by business rules.

Business Value

- Dynamic caller allocation to agents via pre-defined business rules.
- ACD optimizes call allocations for inbound voice interactions.
- Better utilization of customer time provides a quality service.
- Better transparency of relative wait times with customers.
- Callers are informed of their relative queue position and can decide to wait or call back at another time.
- More effective Customer handling.
- Brand re-enforcements.
- Specific campaign announcements and music played to identified consumers.
- Re-routing capabilities provided to Agents.
- Business up- and cross-sell opportunities.
- Effective business management of customer expectations.
- Complex mapping of skills within resources.

Skill Based Relationship based mapping

- Skill Based Routing – FIFO**
 Most relevant skilled Agent is selected to answer customer queries based on data collected during call. The call is allocated to the lowest occupied Agent, based on generic routing rules.
- Skill Based Routing – Best Match**
 Most relevant skilled Agent is selected to answer customer queries based on data collected during call. The call is allocated to a specified Agent based on Skill, Language, Product, Dialed Number, Call Origin, Campaign, Location, Time Zone, Agent Rating or Skill and other business factors.
- Skill based Queue position**
 Callers queues are separated for each service/skill which is announced to the customer when added into the queue. For particular skill set of user groups, for that particular skills, incoming call queue position may be announced to customers.

Business Value

- Caller segmentation based on requested service and call routing to the right Agent, first time.
- Caller segmentation based on requested service and complex call routing rules to the right Agent, first time.
- Callers are informed of their relative queue position and can decide to wait or call back at another time.
- Better utilization of customer time provides a quality service.
- Better transparency of relative wait times with customers.
- More effective Customer handling.

Routing Options

- Routing to multiple centers**
 Allows interaction connections and management of outsourced delivery centers.
- Routing to home agents**
 Allows interaction connections and management of home Agents.
- Routing to dealer / stores via their land line / GSM/ Mobile App / Browser**
 Allows interaction connections and management of Dealers and Branches.
- Nearest resource connection**
 Provides a geo-location service to allow the identification of a resource closest to the customer to assist in delivery of their request. Example; field Agent, dealership, sales executive, branch, Stockist, etc.

Business Value

Provides the ability to connect home Agents, External Dealers and Business Branches into the business domain and local resources to assist with customer.

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Multi lingual customer Interaction

- **Multilingual Capabilities**

Customers can use the language of their choice to interact with IVR and other interaction interfaces like Chat.

The IVR can provide self-service options for customers in their chosen language.

- **Multi lingual Queue announcement**

Customers can be informed of their queue position and wait time in the language defined by business rules or digit input (DTMF).

Business Value

- **Multi-lingual deployments from a central hub means only having to update the business rules once, to have them applied to multiple language services.**
- **Multi-lingual deployments provide enhanced customer experiences, delighting the customer.**

Screen Transfer and Escalation to Supervisor

- **Import Data Component**

Dialer lists may be imported using excel, csv etc. formats.

- **Reset Dialer Disposed Data**

Post-call, dialer records may be appended with success/fail criteria and a count/peg. This information may be re-used on subsequent campaigns, to determine the overall number of dial attempts per record.

Business Value

- **Business systems compatibility and inter-operability.**
- **Allows business rules per contact attempt to be applied.**

Subject matter expert

- **SME Expert assistance/Escalations**

The system allows for parameters to be pre-set for escalations and transfer/conference calls to supervisor/Dealers/Third Party/FOS or escalate tickets based on pre-defined triggers in the CRM, or for a transfer call to an SME who is better suited to handle a customer's complex query.

Business Value

- **Pre-defined business rules for real time interaction and transfer/conference escalations provides for better utilization of resources and enhanced customer satisfaction.**

CRM integrations

- **CRM Connector for different CRM**

System connectors are available for integrations and screen pops with multiple CRM and single sign-on options. For example; Siebel, MS Dynamics, Sales Force, Pivotal, TALISMA, CRM Next.

URL based screen pop up with CRM and integrating with any CRM are also available.

- **Connector for different ERP Solutions**

System connectors are available for integrations and screen pops with multiple ERP and single sign-on options. For example; Oodoo.

URL based screen pop up with ERP and integrating with any ERP system are also available.

Business Value

- **Providing enhanced system integrations which reduces work effort by removing duplication.**

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Multi lingual unified Toolbar interface / Mobile App interface

- **Different Multilingual Capabilities**

Multilingual CRM and Unified Agent Screens for Agents to utilize the chosen language provided by the customer.

Business Value

- Provides multi-lingual capabilities through CRM systems, supporting extended character sets.

Barge-in

- **Real time Calls Barge In**

Allows supervisors the ability to monitor Agent inbound voice calls;
Silent Barge-In: Silent monitoring without Agent or caller knowledge.
Coaching: Only Agent can hear Supervisors instructions on the live call.
Conference: Both the Agent and the caller can hear the Supervisor on the live call.

- **Lazy Agents**

Supervisors are provided with a shortlist of underperforming Agents, relative to real-time information.

Business Value

- Floor Management
- Agent performance analysis.
- Supervisor interventions for live calls; coaching, supervision and assistance.
- Agent Management.

Email / SMS information from IVR /Dispositions

- **Send SMS / Email based on IVR inputs**

Based on customer actions within the IVR, the system can trigger requests in customer back-end systems to send (confirmation) information as either email or SMS to customers.

Business Value

- Automation of confirmation or other materials through email/SMS channels for standard consumer queries, at any time.

Online Monitoring and Dashboards

- **Graphical Dashboard**

Key call/caller metrics can be displayed in real-time in the Agents desktop.

- **Wallboard**

Key call/caller metrics can be displayed in real-time to Wallboards or external monitors (with integration).

- **Online Monitoring – Color change on threshold**

Through real-time monitoring, thresholds can be defined by the process coordinator to effectively display color changes (red, amber, green, etc.) through business SLA's.

- **Online Data Details**

Through real-time monitoring, queue and call statistics can be displayed figuratively.

- **Agent performance analysis**

Supervisors can track Agent performance statistics in real-time, allowing for performance monitoring of calls handled, break times, etc.

- **AHT - Average Handling Time**

Key call/caller metrics can be displayed in real-time in the Agents desktop.

- **Traffic Analysis**

Supervisors can conduct and display traffic analysis on Dashboards and Wallboard, supporting performance monitoring of business entities (Team, Store, Department, etc.).

- **Queue Analysis**

Supervisors can conduct and display queue analysis on Dashboards and Wallboard, supporting performance monitoring of business entities (Team, Store, Department, etc.).

Business Value

- To assist with Agent resource information, real time monitoring of following metrics is provided in real-time; total agents logged in, abandoned calls, not available agents, Average waiting time, talking agents, Hold Agents, wrap-up agents, Total calls handled, for All agents handling Inbound calls.
- To assist with floor management and general SLA monitoring, real time monitoring of following metrics is provided in real-time to wallboards or external monitors; total agents logged in, abandoned calls, not available agents, Average waiting time, talking agents, Hold Agents, wrap-up agents, Total calls handled, for All agents handling Inbound calls.
- Analysis of agent activity.
- Floor management.
- SLA monitoring.

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DR and BCP

- **Redundancy**
Redundancy is provided through several methods of live backup facilities with multiple points of backtrack on system failure.
The system conforms to a "business continuity" -based model.
- **DR setup**
Disaster Recovery can be provided, to ensure a full duplication of services in case of natural disaster or other locational disruptive events.
The system conforms to a "disaster recovery" cold/active-based model.
- **High Availability**
High Availability can be provided, to ensure a "hot standby" mode for operational elements comprising the JODO Cloud platform.
The system employs an "auto-healing" function, to ensure active, passive and hot stand-by modes are managed without intervention.
The system conforms to a "high availability" active/active-based model.

Business Value

- **Full system business continuity is provided.**
- **Full system disaster recovery is available and may be provided.**
- **System component-level high availability is available and may be provided.**

Recording and Retention

- **Encryption of recordings**
Provides system encryptions of data and recordings, ensuring resources and other entities are denied direct access.
- **Multi Storage server**
A distributed architecture ensures no loss of storage or service on individual unit failure.
Storage locations may be defined by the customer and integrated according to compliancy rules.
Storage infrastructure and architecture can be scaled according to technical specifications.
Isolated storage security ensures no unauthorized access.
- **Recording retrieval options and Scoring to Agents**
Accessibility to stored recordings by authenticated personnel is provided for retrieval and use.
Score cards may be allocated and stored with the recordings, for ease of use and reference.
Scores cards may also be displayed through the Agent's Dashboard for reference purposes.

Business Value

- **For security purposes; any individual interaction file/element that is either moved, removed or (stolen) cannot be accessed without decryption.**
- **Multiple storage allocations are provided with fully-secured processing, ensuring sensitive data is accessible and compliant with business needs.**
- **Business, enterprise and Agent monitoring and compliance.**

Device Agnostic

- **Desktop with Speaker and Mic**
The system supports desktop multimedia integrations with standard headphones, external speakers and on-board microphones.
- **Laptop with speaker and Mic**
The system supports laptop multimedia integrations with standard headphones, external speakers and on-board microphones.
- **Smart phone**
The system supports mobile / smartphone app integrations for Agents.
- **Tablet**
The system supports Tablet integrations for Agents.

Business Value

- **Provides test systems, ensuring least down-time through the application of Business UAT or system testing prior to product ionization.**
- **The JODO Platform is device agnostic and save costs in infrastructure.**

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Integration*

Payment gateway integrations

- **Payment Gateway IVR**
This feature allows for secured acceptance of payment within the IVR, without the intervention of agents, through digit entries (DTMF). This minimizes credit risk fraud, as human intervention is minimized. Commercially sensitive information such as client banking details and PIN is masked and encrypted, before being processed and stored in the database.

Business Value

- **Security through Identification and verification generates confidence for consumers.**
- **Callers can make payments and issue instructions at any time, from anywhere.**

IVR Integration with Back End System/3rd Party Databases

- **Register requests for information via SMS / Email from self service**
Based on customer actions within the IVR, the system can trigger requests in customer back-end systems to send (confirmation) information as either email or SMS to customers.

Business Value

- **Automation of confirmation or other materials through email/SMS channels for standard consumer queries, at any time.**

Remote / Local DB integration

- **Integration with Customer DB**
The system integrates with legacy data systems using direct database access to fetch / store customer & transaction information.

Business Value

- **Integration with legacy data systems enhances functionality for routing and customer data queries.**

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Add-On's*

Website Integration

- **Connectivity with Website**

The system integrates in real-time for voice, chat and video communications through web resources / web sites, popular CMS & e-Commerce platforms, adding real-time communications channels instantly. The system integrates in real-time for voice, chat and video communications through web resources / web sites, popular CMS & e-Commerce platforms, adding real-time communications channels instantly.

- **Screen Sharing and Live Assistance**

Agents may offer assistance to customers online by sharing their screen and demonstrating actions to complete a transaction.

Business Value

- **Provides instant call-back, chat and video facilities on any web presence.**
- **Provides business integrations with internal marketing platforms and back office processes.**
- **Improving the on-line customer experience through "show and tell".**

Multi lingual unified Toolbar interface / Mobile App interface

- **Different Multilingual Capabilities**

Provision of mobile application integrations allowing Supervisor functions (monitoring, supervision, coaching, etc.) to be performed on Tablet or mobile devices.

Business Value

- **Floor Management from mobile devices.**

Interoperability with chat + doc push

- **Interoperability with chat + doc push**

The system supports interoperability and connectivity of customers with Chat and Document push options, supporting real-time interactions. Also, supported it an automatic switch over of interaction channels, allowing for a seamless change over from one channel to another. Example; Chat to Voice.

- **Interoperability with Video**

The system supports interoperability and connectivity of customers with live Video conversations across web-based platforms.

- **Mobile App based pull voice / video / chat**

Provision of mobile application integrations connecting calls with field agents, dealers, stores with media from different channels (Video, Chat & Voice).

- **Mobile app based Supervisor monitoring**

Provision of mobile application integrations allowing Supervisor functions (monitoring, supervision, coaching, etc.) to be performed on Tablet or mobile devices.

***These are available separately based on Customer Requirements and charged separately.**

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Additional Medias & Features*

Voice -Outbound

(Progressive, Predictive, Preview)

- Supports IP to IP calling (Browser based communication on websites using WebRTC and allows customers to execute operations Globally and handling Real-time Voice and Video Interaction).
- IP to PSTN calling available.
- Internal/External Conferencing.
- Progressive, Preview, Predictive and Messenger Dialer Modes Available.
- Time zone Management.
- Compliance and Security Management.
- DND Management.
- Complete integration with mobile application (JODO Mobile).
- Skill based routing (Language/Product).
- CRM integration (MS Dynamics, Sales force, Woo Commerce).
- Easily integration with websites.
- Report Scheduler.

Email Media

- Supports sending bulk emails for multiple process requirements and Email Management Module to handle Customer Mails and Escalations.
- Allows the agent to track the history of email, forward the emails to other users, reply to emails, escalate mails internally to supervisors, create a ticket and track the same using a single interface.
- Route mails based on Keywords and subject line.
- Multiple customized templates to send emails. These templates automatically pick up data from database before email is sent to customer Report Scheduler.

MOBILE Apps

- Available on IOS & Android.
- Omnichannel communication integration with video, voice, social media & chat.
- Multi lingual chat support.
- GPS and map location support.
- Integrate, monitor, manage & control dealers, distributors, employees and integrate customer web chat directly into the mobile app for quick responses from employees wherever they are.

Web-Chat

- Omnichannel integration with Voice and Video with chat.
- Send and receive documents of any format (Document Push Integration).
- Social media integration (User or customer can start a chat session from their social media page of choice).
- Integrate chat on any website (WordPress, HTML etc.).
- Chatbots.
- Device Agnostic, works on tablets, smartphones, desktops.
- Chats can be monitored and recorded (Exported to word file for review and evaluation).
- Transfer of Chats to Subject Matter Expert for escalations.
- Skill based routing of chats based on product/location/language.
- It supports 26 different languages and has translation built-in (E.g. – If customer types in French the agent can choose to receive it in his/her local language).
- GPS and maps integration (Agent can share locations with customers, dealers and other employees when needed).
- Report Scheduler.

Social Media

- Allows capturing posts from Social Media platform (Facebook/Twitter).
- Engage with customers anytime, anywhere and provide consistent customer experience.
- Provide real-time customer support and get feedbacks.
- Build awareness, reputation, generate leads and improve social media presence.
- Helps capturing social media data, analyze it using Jodo Cloud's online monitoring dashboard.

GPS Integration

- Connect to field employees identifying the location of customers.
- Useful for Service Assistance in tracking Customers and connecting to Nearest Dealer/Service Location.
- Identification of Nearest Dealer/Store/ATM/Branch and assisting customers based on their location.

***Commercials Applicable based on Media Selection.**