

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

Pacing Options

A key factor for outbound dialing is correctly configuring the pace or speed of the dialing. Considerations are made for keeping agents productive and busy, complying with abandonment rate laws, effectively utilizing the telephony resources, and ensuring that there are enough agents to handle outbound as well as contacts in other channels.

Campaign Management

JODO Cloud provides a centralized, business rule and contact record distribution engine to create and execute sophisticated, high-yield campaign strategies. Data records are uploaded into JODO Cloud. Businesses can create, modify, stop or start campaigns dynamically, through a single administration console to implement changes in real-time. JODO Cloud supports multiple regulatory compliance laws, such as Do Not Call, Time Management from a single console for dialing across the globe. To minimize security risks associated with sensitive customer data, the system has multiple safeguards to protect customer privacy.

Multiple Dialing Modes

Preview Dialing

This dialing mode allows agents to view the dialer customer records and decide whether or not to initiate calls, individually. This mode is predominantly used cross-selling processes.

Progressive Dialing

In this mode, the Agent group availability is monitored and calls are only dialed when agents are available ("Ready"). Calls are connected to available Agents when customer answers the call. Customer information is displayed on the Agents Desktop when call is connected, which provides additional information about the call. This dialing mode is predominantly used in direct sales process.

Predictive Dialing

This mode dials out from a list, based on the prediction of agent being available in a specified time. The prediction is calculated by the system based on the previous call handling pattern of agents, calls, connectivity etc. Multiple calls are dialed based on pacing ratio depending on connectivity & quality of data.

Messenger Dialing

Provided to deliver automated information to customers such as offers, payment Reminders, Renewal of any packages, Policies, etc.

Allows language mapping to support automated dialing in different languages.

Manual Dialing;

A standard outbound dial function which allows individuals to dial out using an off-line list.

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Priority Dialing

- **Call Type Priority**
Filtering priority modes for dialing lists based on lead type.
- **Contact type priority for dialing**
Filtering priority modes for dialing lists based on mobile, home number, etc.

Business Value

- **Business prioritizations through selective lead dialing.**
- **Business prioritizations through selective device dialing.**

CLI Management

- **CLI Management on Outbound Calling**
Allows users to define multiple CLI's and CLID's for a Campaign.
- **Auto scheduling of calls to different media based on the Dialer Response**
Based on previous dialer outcomes ("no response", "busy", "answer machine", etc.), triggers may be applied to attempt a re-connect via different media types (Mobile App, Social Media, Email, etc.).

Business Value

- **Allows business rules to be applied for caller displays.**
- **Provides cross channel media coverage through business rules.**

Compliance

Data / Lead Management

- **DNC - Inbuilt blacklist, NDNC scrubbing**
Where provided by national entities, "Do Not Call"/Blacklist records may be excluded from dial lists, as required by (local/national) law.
- **Time Zone definition**
Based on the time zone and states definition, the system identifies the local time of destination and decides if calls are to be dialed to destination, based on rules defined.

Business Value

- **Legal compliance for "Do Not Call".**
- **Allows business rules to be applied for time zone differentiations.**

Data Management

- **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.**

Screen Capture

The screen capture functionality allows recording of the agent's desktop screen for monitoring and recording purposes. This feature also allows for screen data protection, ensuring sensitive data is masked before recording. Recording occurs from call pick-up to disposal via CRM completion. The feature captures both video and two-way voice conversations throughout the interaction.

Business Value

- Supports business risk management.
- Supports business quality monitoring & Agent training.
- Provides compliant capturing, ensuring sensitive data and information is not recorded.

Skill Based Relationship based mapping

- 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.

Business Value

- **Caller segmentation based on requested service and complex call routing rules to the right Agent, first time.**

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Call Routing

- **Least Cost Routing**
Least-Cost Routing (LCR) is the process of selecting the path of outbound communications traffic based on network calling costs. Patterns are defined to select cheapest route between the dialer and the customer/distant end.
- **Nearest resource connection**
Allows interaction connections and management of outsourced delivery centers.
- **Routing to Delivery Center**
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.
- **Routing to Home Agents**
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.
- **Routing to Dealers/ Connectivity to branch office**
Provides the ability to send a link to a caller/customer, to invoke a JODO call or video session via SMS or downloadable mobile application for future use.
- **Language/Skills based Dialing**
Outbound call allocation is provided on the basis of Agents Language, defined by Business Rules.
- **Contact type priority for dialing**
Filtering priority modes for dialing lists based on mobile, home number, etc.

Business Value

- **Reduction in operating costs by reducing the call durations and cost of calls**

Monitoring

- **Online Monitoring – Visual change on threshold breach**
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**
Supervisors can track business Service Levels (SLA) through Average Handling Times for Agents, supporting performance monitoring.
- **Traffic Analysis**
Supervisors can conduct and display traffic analysis on Dashboards and Wallboard, supporting performance monitoring of business entities (Team, Store, Department, etc.).
- **Mobile app based Supervisor monitoring**
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.
- **Alerts for long duration calls.**
Supervisors are provided with system notifications as a voice interaction hits a time limit set by business rules.
- **Alerts for Abandoned Ratio crossing the threshold**
Supervisors are provided with system notifications as abandoned call ratios are breached, based on business rules.

Business Value

- **Analysis of agent activity, floor management, SLA monitoring.**
- **Helps in floor management and SLA management.**
- **SLA Monitoring.**
- **Agent Training.**
- **Pre-defined business rules for real time interaction and transfer/conference escalations provides for better utilization of resources and enhanced customer satisfaction.**

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Callback Management

- **Reallocation of Call-back Calls**
Post-call, dialer records may be amended by administrators to reflect different Agent group mappings.
- **Callback Exception**
Allows users to re-allocate call-back requests to other users, in case of non-availability of original resource.

Business Value

- **Allows business rules to be applied per Agent group, per Campaign.**
- **Floor management.**

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**
Connectors available to connect to ERP systems such as Oodoo etc.

Mobile app based Supervisor monitoring

- **Mobile app based Supervisor monitoring**
Operations/Management team being on the mobile and Tablet devices, and being on the move will always like to monitor the performance and operations across location. The mobile app supports Monitoring SLA's & dashboards.

Device Agnostic

- **Desktop with Speaker and Mic**
In our distributed architecture, components are hosted on different platforms and communicate through a network, supporting expandability (multi-site, multiple system types, multi-channel). Flexible expansion is provided by adding trucking sites to a conventional system - this means not having to change the rest of the system to create multiple centers with multiple processes. Flexibility is provided to define process operations from multiple locations based on geographies, language skill availability multi OS and multiple telephony gateways are supported, with hybrid deployments a possibility. **Laptop with speaker and Mic**
Agents can be using a laptop in office.
- **Smart phone**
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.
- **Tablet**
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

- **Allows for flexibility in complex deployments across a wide geographical area, reducing system administration and maintenance.**
- **Full system disaster recovery is available and may be provided.**
- **System component-level high availability is available and may be provided.**

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Add-On's*

Website Integration

- **Connectivity with Website**
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.
- **Screen Sharing and Live Assistance**
The system integrates with legacy data systems using direct database access to fetch / store customer & transaction information.
- **Option to turn GSM / landline calls into VOIP / Chat / Video / Doc push interaction via SMS / Email link or on WhatsApp or on Jodo mobile**
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

- Quick Turnaround time – Instant callback.
- Real-time communication with customers.
- Post data directly from marketing platforms to JODO and reach customers.

Multi lingual unified Toolbar interface / Mobile App interface

- **Different Multilingual Capabilities**
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.

Interoperability with chat + doc push

- **Interoperability with chat + doc push**
Allows interaction connections and management of home Agents.
- **GPS Integration**
Allows interaction connections and management of Dealers and Branches.
- **Interoperability with Video**
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.
- **Mobile App based pull voice / video / chat**
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.

*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.**