

# Inbound **services** **we offer**



**Inbound  
services**



**Outbound  
services**

# Jodo World Services

## Inbound Services

**No matter the  
business model**

### **Customer Self Service**

- IVR
- TTS - Text To Speech & Integration with self service Applications
- ASR – Automatic Speech Recognition

### **Skilled Based Relationship Mapping**

- FIFO
- Best Match
- Queue Position

### **Subject matter expert**

- SME Expert based assistance/Escalations

### **Routing Options**

- Routing to multiple centers
- Routing to home agents
- Routing to dealer / stores via their land line / GSM/ Mobile App / Browser
- Nearest resource connection

### **Unified Automatic Call Distribution**

- ACD Wait Time
- ACD Queue position
- Process specific Queue announcements
- Process specific Hold Music
- Transfer call to ACD Queue
- Unlimited Skill supported

### **Multilingual Customer Interaction, Toolbar, Mobile App's**

- Multilingual Capabilities
- Multilingual Queue announcement
- Multilingual CRM

### **CRM, ERP, HRMS, CMS integrations**

- Salesforces
- MS Dynamics
- Zoho
- Prestashop
- Sugar CRM
- Magento
- WordPress

# Jodo World Services

## Inbound Services

**No matter the  
business model**

### **Online Monitoring & Dashboards**

- Graphical Dashboard & Wallboards
- Online Monitoring – Colour change on threshold
- Online Data Details
- Agent performance analysis
- AHT - Average Handling Time
- Traffic & Queue Analysis

### **Email / SMS information from IVR / Dispositions**

- Send SMS / Email based on IVR inputs

### **DR and BCP**

- Redundancy (Live Backup)
- DR with full Duplication of Services
- High Availability

### **Interoperability**

- With Jodo Chat + doc push
- With Jodo Video
- Mobile Based Pull Voice, Video, Chat
- Mobile Based Supervisory Monitoring

### **Recording and Retention**

- Encryption of recordings
- Multi Storage server
- Recording retrieval options and Scoring to Agents

### **Device Agnostic**

- Desktop & Laptop with Speaker and Mic
- Smart phone
- Tablet

### **Remote / Local DB integration**

- Integration with Customer DB

### **Payment gateway integrations**

- Payment Gateway IVR

### **IVR Integration with Back End System/3rd Party Databases**

- Register requests for information via SMS / Email from self service