

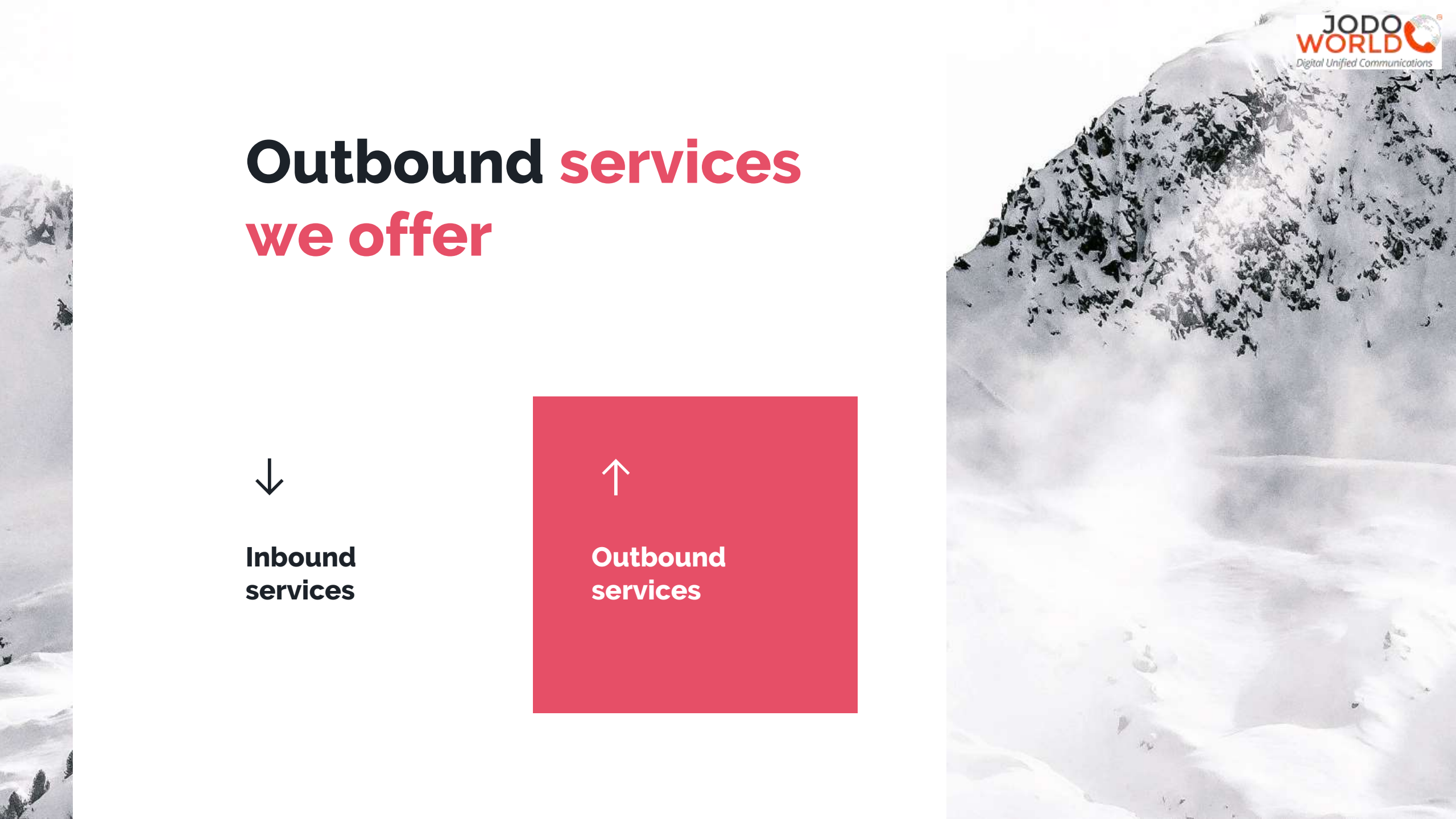
# Outbound **services** **we offer**



**Inbound  
services**



**Outbound  
services**



# Jodo World Services

## Outbound Services

**No matter the  
business model**

### **Campaign Management**

- Centralized, business rule and contact record distribution engine to create and execute sophisticated, high-yield campaign strategies.

### **Pacing**

- Configure the pace or speed of the dialing & ensure that there are enough agents to handle outbound as well as contacts in other channels.

### **Multiple Dialing Modes**

- Preview
- Progressive
- Predictive
- Messenger
- Manual

### **Priority Dialing**

- Call Type Priority
- Contact Type Priority
- Selective Lead Dialing
- Selective Device Dialing

### **Data Management**

- Import Data based on format
- Reset Dialler Disposed Data

### **CLI Management**

- For Outbound Calling
- Auto Scheduling on calls based on Media & dialler response

### **Screen Capture**

- Record & Monitor employee & agent screens
- Record 2-way Video & Voice conversations

### **Skill Based Relationship based mapping**

- Most skilled Agent is selected to answer customer queries based on data collected during previous interactions

# Jodo World Services

## Outbound Services

**No matter the  
business model**

### **Call Routing**

- Least Cost Routing
- Nearest resource connection
- Routing to Delivery Centre
- Routing to Home Agents
- Routing to Dealers/ Connectivity to branch office
- Language/Skills based Dialing
- Contact type priority for dialing

### **Monitoring**

- Online Monitoring – Visual change on threshold breach
- Online Data Details
- Agent performance analysis
- AHT - Average Handling Time
- Traffic Analysis
- Mobile app-based Supervisor monitoring
- Alerts for long duration calls.
- Alerts for Abandoned Ratio crossing the threshold

### **Call Back Management**

- Reallocation of Call-back Calls
- Callback Exception

### **CRM integrations**

- CRM Connector for different CRM
- Connector for different ERP Solutions

### **Mobile app-based Supervisor monitoring**

- Operations/Management team being on the mobile and Tablet devices.
- Support Monitoring SLA's & dashboards.

### **Compliance**

- Data/Lead Management
- DNC - Inbuilt blacklist, NDNC scrubbing
- Time Zone definition