



INTEGRATE JODO CLOUD INTO BUSINESS APPLICATIONS

Connect ALL customer communication media and Contact Center platform with any business applications- CRM | ERP | HRMS

Deliver digital experience to customers from your existing applications.

JODO Connect provides easy integration of customer sales and service platform without extensive efforts in Integration at each office (No SI Required). It is a cloud delivery and allows employees to access communication channels from home or anywhere with a connected device. It allows home agents, dealers, stores, offices and feet on street to become deliver customer experience in real time. Organizations improve customer satisfaction, increase agent engagement, increase sales, and drive inefficiencies out of the business.

Empowers Enterprise to implement BYOD, Integrate Home agents, outsourcing agencies, Dealers , partners easily into a Global Business Delivery Framework.

JODO CLOUD KEY BENEFITS

- ✓ Effectively prioritize and route calls to the right agent at the right time, based on agent availability
- ✓ Make outbound calls with predictive, progressive, preview and manual dialing
- ✓ Enable click-to-call functionality from within crm.
- ✓ Prioritize high-value callers or those with open cases
- ✓ Automatically log interactions into crm keeping account teams and supervisors up to date on case status and sales opportunities
- ✓ Open applicable crm data and provide customer journey information to the agent - saving time - empowering agents to help the customer continue on their service or sales journey
- ✓ Single sign on - sign in into crm and you are ready to start interacting with customers
- ✓ Effectively prioritize and route calls to the right agent at the right time, based on agent availability
- ✓ Blend inbound and outbound calls to maximize agent time

A close-up photograph of a hand holding a silver smartphone. The background is a blurred office environment with several people in business attire. The lighting is soft and professional.

**CREATE REAL TIME BUSINESS
DELIVERY PROCESSES**

**Support work from anywhere,
anytime Connect all your
offices, Stores, dealers,
partners etc. into a single
business Delivery**

JODO gives you the power to manage your global team from anywhere.

This helps you to monitor the working efficiencies of your globally spread employees.

And, by using all the gathered data and information you can also permit your regional manager of

a particular location to determine the most loyal of customers, empowering them to drive more customer advocacy.

**The power of Real-Time
in your hands**



#NowYouCan reduce time spent in regular tasks by creating real-time business processes that allow integration of resources, agencies and applications into one framework.

FLEXIBLE INTEGRATION

Computer Telephony Integration (CTI) Web Services API that connects the softphone in the Agent Application to other business applications your agents need to use.

Configuration Web Services API designed for the Administrator Application to retrieve data from external systems for data-driven routing or to manage campaigns and add new leads to call lists.

Reporting Web Services API that enables retrieval of call log and agent audit reporting data so that it can be archived, used in existing data warehouses, imported into business applications, and more.

Statistics Web Services API allows you to build applications that securely access the data in the Supervisor Application and serve out real-time statistics.

SINGLE-USER INTERFACE

Jodo Connect combines contact center controls with the CRM solution to provide a single environment for agents to help customers. Agents no longer have to switch between applications and to address customer concerns. Jodo Connect interface enables cloud contact center capabilities that allow the customer to engage with the right agent, at the right time, to deliver the right results for your business. The solution helps businesses empower their agents to provide the exceptional customer experiences today's consumers expect.



**ROUTE CUSTOMER INTERACTIONS
TO THE RIGHT RESOURCE
ANYWHERE IN THE WORLD**

JODO CONNECT CLOUD

Contact center (Jodo Cloud) has intelligent routing capabilities that give your company control over inbound interactions including calls, chat, document push, social, and email. One Platform for a Seamless Experience.

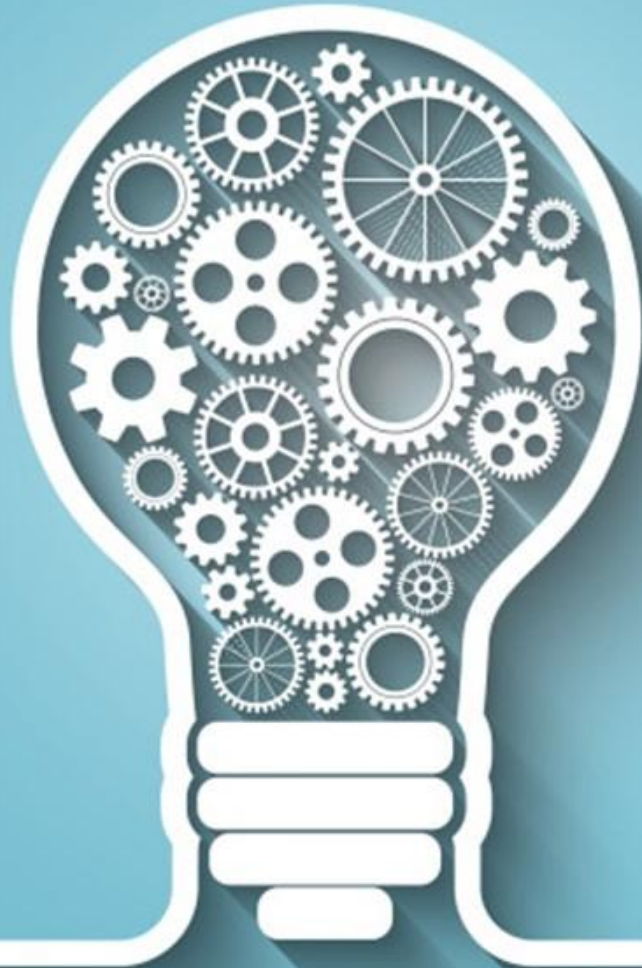
Screen pops blend directly into the CRM desktop, giving agents a complete picture of each problem before they engage the customer. Jodo Connect also puts the customer's entire contact history at the agent's fingertips, so they can better understand the customers' needs and better fulfill their expectations.

POWERFUL OUTBOUND DIALER

Integrated into Jodo Cloud, the solution brings powerful outbound dialer capabilities to bear for your sales organization. The Predictive Dialer automates outbound dialing and triples the amount of time your agents spend talking to real prospects and customers. Jodo Cloud supports predictive, progressive, preview, and manual dialing.

LIST SYNCHRONIZATION

With its list sync capability, Jodo Connect synchronizes data from CRM to Jodo Cloud. It creates dial lists that it can filter through customized campaign rules and then auto-dial. When clients add, modify, or remove leads from a specific CRM campaign. In addition, an integrated platform for sales campaigns, calling lists, and predictive dialing means organizations are able to generate more qualified leads, revive existing prospects more easily, and increase conversion rates.



BETTER INSIGHTS

Enhancing the experience with Jodo Connect and Jodo Cloud allows agents to gain valuable information about the customer before they even answer the phone. Contact center managers can create customized reports at regular intervals, or on an ad hoc basis, in real time. Supervisors can use real-time data to adjust queues and make smarter, more informed decisions. Agents and supervisors can save call logs and call notes automatically, creating key metrics that help organizations better manage staff. Jodo Cloud also enables organizations to customize reports detailing call volume, call times, and other information at regular intervals or on an ad hoc basis.

Pre-Packaged CRM Integrations: We offers pre-built CRM adapters to some of the leading cloud and premise-based CRM solutions, including:

- *Salesforce*
- *Talisma*
- *Microsoft Dynamics*





ABOUT US

Avhan provides a service network of cloud-based unified communications platforms in the form of PaaS and SaaS solutions. With complete solutions available for small, medium and large enterprises, Avhan's JODO World and JODO Cloud platforms provide global contact center and channel communications solutions - in minutes. From simple voice channels to integrated, complex unified communications networks in the cloud, Avhan delivers industry-strength solutions for small businesses, creating a global presence. With additional enterprise network solutions, JODO World combines local assets, augmenting cutting-edge technologies with legacy systems, creating a hybrid collection of business and technology for a new era.

CONTACT US

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