



Cultivate value in every conversation



Odigo, cloud solutions for contact centres

Customers expect to be able to talk to businesses through the same channels they talk to everyone else: voice, email, chat, messaging, social media and video. The Odigo solution is designed to cope with any channel, blending them seamlessly into a coherent customer experience (CX).

Odigo empowers each customer to connect with the agent that's best suited to help them. Once connected, the unified agent console provides a comprehensive overview of past conversations, and the context of the current interaction. This makes it easier for the agent to respond effectively to their customer's request from the very first contact.

Odigo enables you to:

- Cultivate value in every conversation through personalisation and customer context.
- Create a seamless, natural omnichannel experience: voice, digital, social, messaging and video.
- Prioritise agent satisfaction.
- Leverage a flexible and agile cloud solution.

Ensure customer and agent satisfaction, to turn them into brand ambassadors!



Phone



Email



Chat



Unified agent console



Smart routing



Administration



Social



Messaging



Reviews



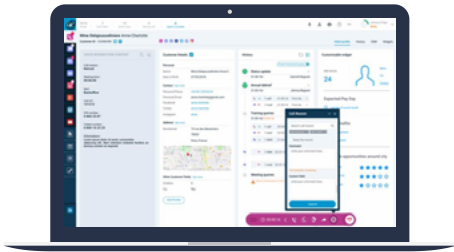
Real-time monitoring



Performance monitoring

Form productive, meaningful relationships between your agents and your customers

Empower your agents to be even more effective



Unified agent console

- 360° customer view
- Personalisation
- Customisable contextual widgets
- Agent knowledge base
- Response assisting tools

↑ **29,8%**
customer satisfaction*

Be where your customers are

Omnichannel conversational solutions

- Voice
- Email
- Chat
- Video
- Social media
- Messaging
- Reviews

↑ **83%**
retention rate*



Integrates with your business tools

Open solution / API

*Source : Aberdeen



Match your customers with the agents best able to support them

Intelligent routing

- Business interface to configure your routing and distribution rules
- Single queue for all channels
- Contextual and business rules

Monitor and adapt your activity thanks to omnichannel supervision

Real-time supervision

- Real-time monitoring (QoS)
- Omnichannel cockpit
- Alerting
- Discreet listening



Benefit from a 360° customer view in your contact centre

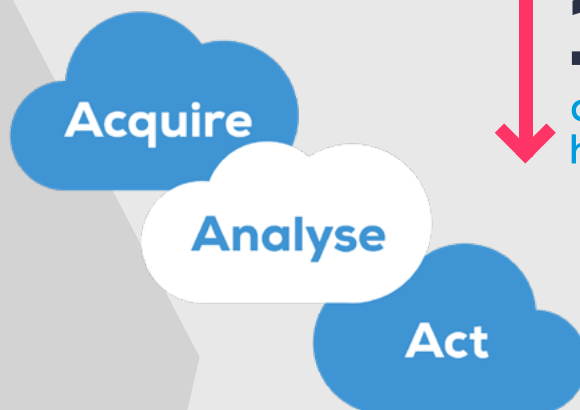
Omnichannel statistics

- Metrics per channel, group and organisation
- Premium dashboard tailored to your needs

Increase your employee engagement and boost your KPIs

Performance

- Recordings
- Quality management
- Workforce management
- Feedback management



16,5%
average handling time*

*Source : Aberdeen



About Odigo

Odigo provides Contact Centre as a Service (CCaaS) solutions that facilitate communication between large organisations and individuals using a global omnichannel management platform. With its innovative approach based on empathy and technology, Odigo enables brands to connect through the crucial human element of interaction, while also taking full advantage of the potential of digital. A pioneer in the customer experience (CX) market, the company caters to the needs of more than 250 large enterprise clients in over 100 countries.

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Customer experience
inspired by empathy,
driven by technology

Odigo benefits

Project expertise

- Proven project methodology
- Odigo Academy
- NLU experience (corpus)

Odigo experience

- Consulting
- Customer Success Managers
- Benchmarking

Cloud architecture

- Security, scalability and reliability
- 24/7

Network

- Odigo CX Days
- The Talk CX
- More than 250 clients in 100 countries

Software solution

- Omnichannel engagement
- Voice and digital
- AI-based processing
- UX-driven design
- High capacity routing
- Open solution / API

Key features

- Unified agent consoles
- 360° customer views
- Customer context
- Real-time supervision
- Dashboards and omnichannel statistics
- Smart and contextual routing
- Interaction flow designers
- Outbound call campaigns
- Automatic or manual recordings
- Feedback management
- Quality management
- Workforce management
- Video

