



# Cultivate value in every conversation

## Odigo, cloud solutions for contact centres

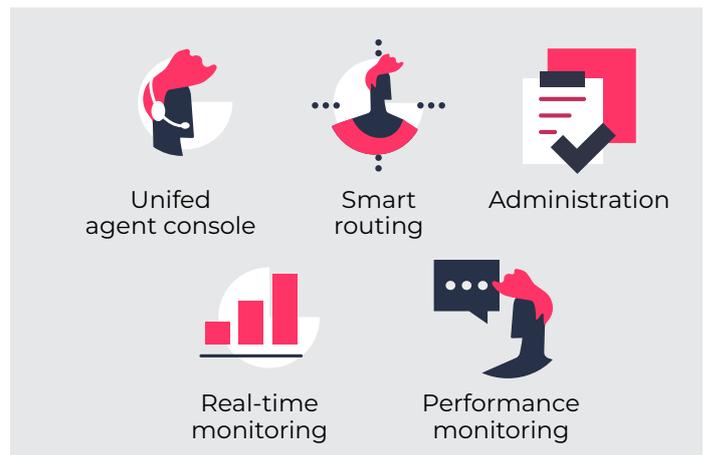
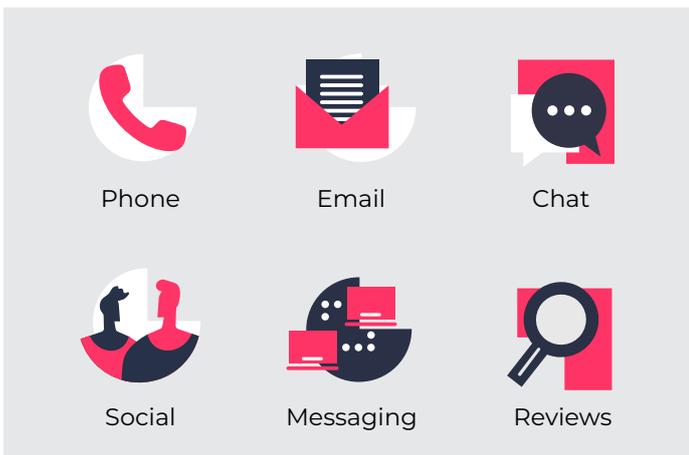
Customers expect to be able to talk to businesses through the same channels they talk to everyone else: voice, email, chat, messaging, social media and video. The Odigo solution is designed to cope with any channel, blending them seamlessly into a coherent customer experience (CX).

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!



# 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\*

↑ **83%**  
retention rate\*

## Be where your customers are

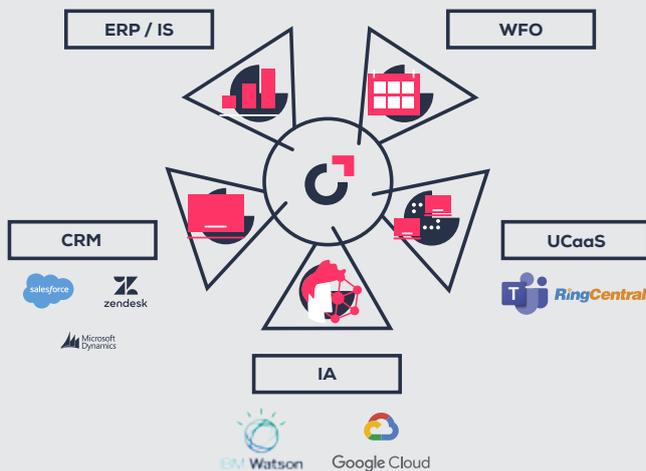
### Omnichannel conversational solutions

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



## 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



## Benefit from a 360° customer view in your contact centre

### Omnichannel statistics

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

## Monitor and adapt your activity thanks to omnichannel supervision

### Real-time supervision

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



## 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 helps large organisations connect with individuals through world-class, cloud-based contact centre solutions. Its cutting-edge, proprietary technologies enable a seamless, efficient, omnichannel experience for its customers and a satisfying, engaging experience for service agents.

Odigo serves more than 400,000 agents and business users globally. With a 25-year history of industry firsts, Odigo has more than 250 clients around the world.

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Customer experience  
as it was meant to be

## 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
- Visual IVR
- Automatic or manual recordings
- Feedback management
- Quality management
- Workforce management
- Video

