odigo

Be ready to serve your customers

For companies, excellent customer experience is a differentiating factor, a strong brand component and a way to improve their net promoter score (NPS). Choosing Odigo means choosing a solution that provides businesses' customers with the accessibility, responsiveness and self-service they are seeking.

Next-gen customer experience

Odigo is a cloud-based customer experience solution that supports all interactions on different channels, including welcoming, qualification and self-service functions. Odigo gives your customers the freedom to connect with your brand at any time, through their preferred channel, as they go about their day.

When customer personalisation rhymes with commitment

Easy access to business data and/or third-party technologies at every step of the customer journey enables a personalised and efficient experience in delivering information, whether it's instant self-service, human takeover or call-backs.

The future is here

Our solution utilises artificial intelligence through natural language understanding (NLU) and assisted machine learning (ML). Take the opportunity to offer your customers a unique and rewarding experience with our omnichannel bot.

Assure a high-quality solution for ATAWADAC* customers

An end-to-end solution for collecting, welcoming, qualifying and self-service

☑ Open solution   ☑ AI-based   ☑ NLU-enhanced   ☑ Omnichannel

Customer benefits

Provides access to all the digital and voice channels customers prefer.	Ensures clear understanding of customer queries through NLU.	Fosters a close relationship with customers who feel recognised.	Provides personalised answers to customers.	Respond faster, more accurately and more efficiently thanks to AI.

The right balance between self-service and human interaction

Interactive voice servers (IVR) in DTMF mode (voice frequencies) allow for simple and fast qualification of calls.

When a customer is offered a wide variety of choices natural language IVRs work best. The routing to an agent is the result of precise qualification and reduces the number of transfers and call abandonments. An omnichannel bot is the ideal solution for special use cases as part of a conversational journey.

All qualifications lead either to an agent, in case of value-added questions, or to an immediate answer in self-service.

Productivity

*Anytime, anywhere, any device, any piece of content

A multimodal conversation

With its omnical bot developed in-house, Odigo makes it possible to enhance customer interactions. Powered by natural language processing (NLP), it processes customer questions and answers with content such as texts, images, videos, documents and links. In addition, it provides users with a friendly experience thanks to features such as choice buttons, carousels, and geolocalisation.

Odigo provides access to ongoing and past voice or digital conversations in order to ensure that the customer context is immediately recognised and taken into account by agents. This makes it easy to provide the best and most personalised service. From the customer's perspective, the capacity for several points of contact with the front office provides them with an easy and convenient way to resolve their queries.

Machine learning algorithms at the core of the bot learn from interactions. If needed a bot trainer can assist the bot real-time in order to handle the issue and train the NLU all at once.
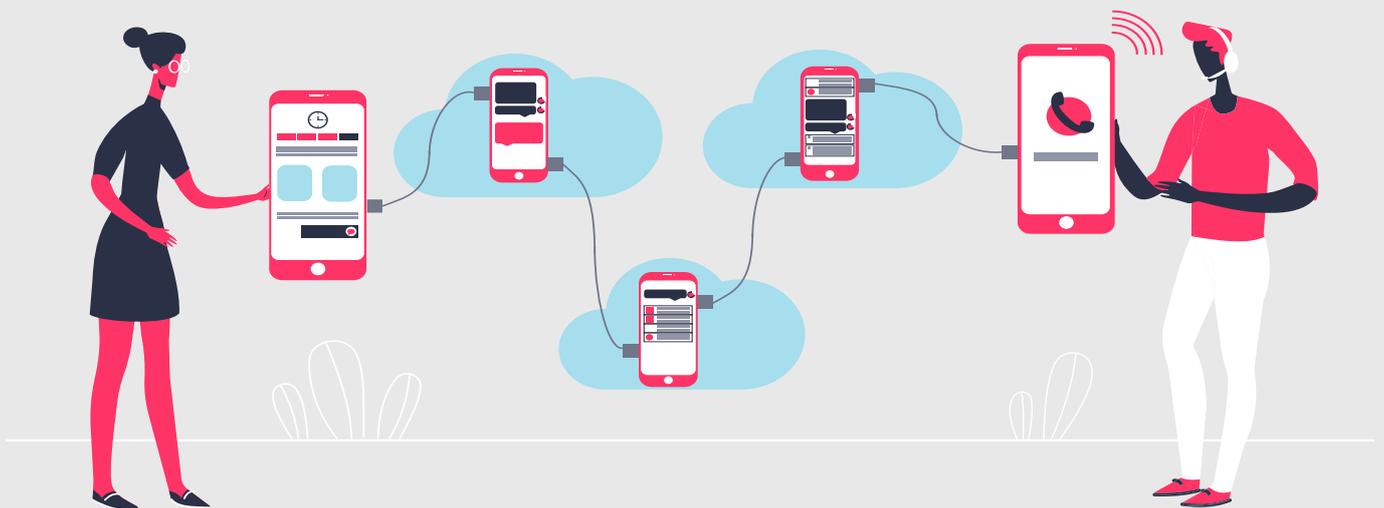
A perfect integration with your business tools

Odigo is an open solution and can be easily integrated with your business tools, whether it's information systems, CRMs such as Salesforce, Microsoft Dynamics, third-party AI solutions such as Dialogflow or IBM Watson, or knowledge bases.
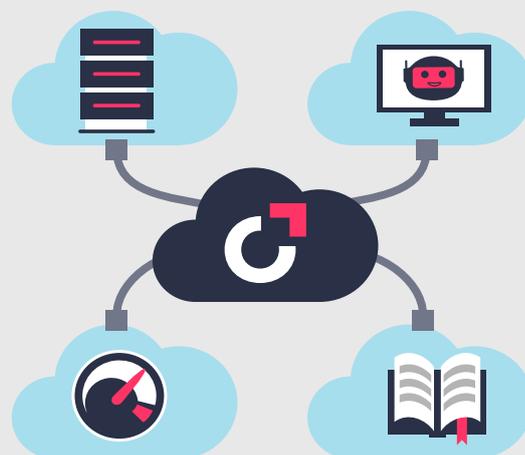
odigo

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.

Visit us:
www.odigo.com/uk

Contact us:
contact.uk@odigo.com

Odigo

Odigo

@odigo

@odigo_tm

Customer experience as it was meant to be

Key features

IVR **|** Voice biometrics **|** Statistics **|** Interaction flow designer **|** Natural language (15 years of experience) **|** Professional voice studio **|** Omnichannel bot **|** Voice recognition **|** Bot trainer

Odigo expertise

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

Odigo experiences
- 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 API platform