

# Enterprise cloud contact center

Customer  
experience as it  
was meant to be



# Give your customers what they want



Companies that prioritize the customer experience generate **60%** higher profits than their competitors.”

**Gartner, Inc.**

(as cited in Murphy, Emmet and Mark Murphy. 2013. *Leading on the Edge of Chaos*.)

Focusing on customer service is nothing new. Successful companies have been delivering excellent service for years. But that is not enough anymore, companies need to offer superior customer experience across the board.

Customers have been empowered by technology that gives them access to more information and more choices than ever before. Though customers interact with companies in a variety of ways, they expect to be recognized instantly and offered tailored solutions. They want fast, personalized interactions that are seamless and effortless. The average company will answer their call, but the exceptional company will answer their question.

Odigo, an enterprise cloud contact center, provides an omnichannel experience at every stage of the customer journey. To keep up with customers' ever-changing expectations, Odigo offers a 360-degree view of customer interactions, self-service bots, and an omnichannel console.

Build more meaningful, productive relationships between your customers and your employees. Provide customer experience as it was meant to be.

**5 years  
in a row**

Odigo, previously listed as Capgemini (Prosodie), has been positioned as a Leader in Gartner's Magic Quadrant for Contact Center as a Service (CCaaS), Western Europe (Oct 2019)\*

# Who we are

Odigo helps large organizations connect with individuals. It's an omnichannel contact hub that cultivates the value in every conversation – building happy, productive relationships between your people and your customers.

Odigo brings world-class expertise in customer service and digital service desk strategy from data centers across the globe.



Our success today is the direct result of that collective ambition and passion, of our technological foundations, and our drive for **continuous innovation**. Being a Capgemini brand also gives us an impressive global reach."

**Erwan Le Duff**

Odigo – President



*Our data centres around the world*

**3bn+**  
interactions/year

Voice, email, chat, messaging,  
social media, web, and mobile

**17** countries  
**200+** clients

60k+ concurrent users

**200+**  
experts

Dedicated to helping you  
grow your business

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# What we do

The solution is just the start of the story. With Odigo, you have a partner committed to working with you to achieve your goals, offering cutting-edge customer experience innovations that will help your business grow.

We design the best experience to improve end-to-end engagement while focusing on:

- Cultivating value in every conversation
- Creating a seamless omnichannel experience
- Prioritizing agent satisfaction
- Increasing flexibility and agility

## **Cultivate value in every conversation to take customer experience to the next level.**

Through the fluidity of natural language and a deeper qualification adapted especially for your business, Odigo qualifies, prioritizes, and distributes all vocal or digital conversations to be answered by a self-service bot or human. Leveraging a global context and history of previous conversations provided by Odigo, or in connection with business tools like your CRM or ERP, Odigo empowers you to give personalized answers that make your customers feel satisfied and valued.

Intelligent automation (IA) and behavioral targeting can help you engage your customers at the right time to proactively anticipate their needs.

## Create a consistent, seamless omnichannel experience to exceed customer expectations.

Whatever the situation, the moment, or the place your customers are at, Odigo offers a seamless omnichannel experience that is effortless for them. Conversations are facilitated by smart routing and distribution, so employees have the context to deliver a homogeneous and continuous experience across channels.

## Make agent satisfaction a priority because happy agents make happy customers.

Designed by UX experts, every tool offers a superior user experience that helps employees be more efficient and effective at answering their customers' questions. A single ergonomic interface empowers employees by displaying all channels, providing comprehensive customer insights and intelligence, and offering dedicated training for skill development. It gives users the option to go even further with performance tools like recording, feedback management, quality management, and workforce management. It can take into account work preferences and be easily integrated with other systems as needed.

## Be more flexible and agile to grow the business with continuous innovation.

The Odigo cloud platform provides you with the flexibility and scalability to grow your business and benefit from the latest innovations in customer experience. It includes an open platform API that offers the best and latest technologies to easily configure your service. Odigo does not only deliver software, we also have a team of experts that will help you deliver and optimize your configuration.



# More than software

Odigo is an end-to-end commitment and a true partnership.

## Customer Contact Software

- Omnichannel engagement: voice & digital
- AI-based processing
- UX driven design
- Open platform / API

## CX Support

- Consulting
- Customer success manager
- Business benchmarking

## As-A-Service

- Security, scalability, reliability
- High capacity routing
- 24/7
- Native evolution

## Professional Services

- Proven project methodology
- Integration expert
- NLU expert
- Strong governance committees

## Odigo Networking

- The Talk
- Odigo days
- 200+ clients

The Odigo logo is centered within a white, abstract, cloud-like shape. The word "odigo" is written in a lowercase, sans-serif font, with a small red square above the letter 'i'. The logo is surrounded by several thin white lines that connect it to the various service categories listed around it. In the background, there are stylized grey clouds and a white horizon line.

# Our community

Odigo employs a platform agnostic API that enables our clients to add value to their established CRMs. We have also partnered with Verint to help our clients turn customer engagement into a strategic advantage.



zendesk

VERINT

We offer cutting-edge customer service technology and expertise that serve the needs of our clients in:



Banking



Transportation & Tourism



Insurance & Health



Retail



Public & Utilities



Industry & Media



## About Odigo

Odigo, a Capgemini brand formerly known as Prosodie-Capgemini, helps large organizations connect with individuals through world-class, cloud-based contact center 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 200 clients around the world.

Visit us

[www.odigo.com](http://www.odigo.com)

Contact us

[contact.us@odigo.com](mailto:contact.us@odigo.com)



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