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Odigo is named a Leader in 2019 Gartner Magic Quadrant for Contact Center as a Service, Western Europe

Paris, October 25, 2019 – [Odigo](#) has been named a Leader in the Gartner Magic Quadrant for Contact Center as a Service, Western Europe for the fifth consecutive year. In the 2019 edition of the Magic Quadrant, Gartner evaluated eight vendors in terms of their ability to execute and their completeness of vision.

The Leaders in this Gartner Magic Quadrant can best be described as *“those suppliers with a strong multichannel product and service capability that have already amassed a large installed base of both large and small customers. Leaders also benefit from offering Pan-European solutions, as well as in-country operational support for local sales opportunities.”*

Erwan Le Duff, Managing Director of Odigo, said: *“We are extremely proud to be recognized as a Leader in the Gartner Magic Quadrant for the fifth consecutive year. We believe it highlights an insatiable quest for innovation shared by all our team members. We are committed to providing best-in-class services to our clients globally, who have placed their trust in us, which feel has led us to this Leader recognition by Gartner for five years.”*

[Odigo](#) is an established Contact Center as a Service offering with strong usability, reliance and innovation capabilities, prerequisites for enhanced customer experience. It delivers both local customization capabilities and global synergies, underpinned by a skilled and highly experienced team of more than 400 experts, to provide effective business outcomes for clients worldwide.

Click here to access a complimentary copy of the full report: <http://bit.ly/2purJ2i>

*Gartner, Magic Quadrant for Contact Center as a Service, Western Europe, Simon Harrison | Steve Blood | Drew Kraus, 15 October 2019. *Odigo was previously listed as Capgemini (Prosodie) because it rebranded in January 2019.*

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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.

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