

Odigo – the Cloud-based Contact Center Solution



odigo for Salesforce

odigo

“

Odigo and Salesforce make possible the 360° view of our customers. Odigo is seamlessly integrated into the Salesforce Service Cloud. We are now deploying Odigo in the sales department.”

Dominique Vergnolle

Customer Experience Director,
SoLocal Group (Yellow Pages)

Balancing customer loyalty and contact center costs

Your customer service function is your front line – and getting it right can open up an incredible shop window for your business. Knowledgeable contact center agents delivering a top class service to your customers ensures loyalty, enhances your reputation and, importantly, saves costs. But get it wrong and you risk losing your customers, control and revenue.

Many businesses recognize the need to maintain a single, standard contact center that is seamlessly integrated to its CRM – but few businesses are able to undertake this in a controlled and cost-effective manner.

Capgemini's Odigo is a comprehensive, one-stop shop, providing a Cloud contact center solution and carrier, telephony and integration services that deliver outstanding business value.

Odigo for Salesforce

Odigo's rich functionality is easy to deploy both locally and globally. It is fully integrated with the Salesforce platform – the market leading Cloud-based CRM provider – improving the contact experience for both the customer and the contact center agent.

People matter, results count.

What you get with Odigo

Odigo's added value is based on three key components:

- Proven voice technology expertise with the ability to deliver unmatched user experience.
- The performance and reliability of a telecom operator and carrier.
- Capgemini's global footprint to deliver global contact center solutions around the world.

Our Odigo solution empowers your agents to manage their calls and SMSs from their desktop. Key features of Odigo include:

- Visual IVR
- Natural language and speech recognition
- Screen pop with caller's details
- SMS and Web Call Back
- Inbound, outbound, blended
- Access to a customer's call history
- Real time supervision
- IVR designer
- KPI dashboards
- Dynamic call routing
- Automatic or manual recording



Salesforce ranked #1 again for CRM software based on 2015 market share revenue, worldwide"

Gartner Inc,

Market Share Analysis: Customer Relationship Management Software, Worldwide, 2015, Correia, Dharmasthira, Poulter, 12 May 2016



Capgemini is a Global Strategic Consulting Partner of Salesforce.

Enhancing the Voice Experience

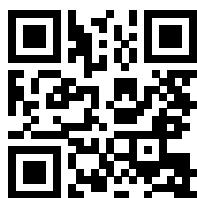
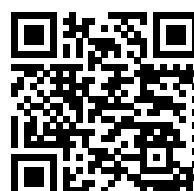
Engaging the caller – Odigo's Natural Language, visual IVR and Smart Call technologies bring new levels of engagement.

Find the best available agent – Odigo offers a wide-range of routing strategies, including skills-based, multi-site, last agent, preferred agent and schedule-based (for outsourcers).

A unique UI for the agent – a unified interface delivers a single, comprehensive view of your customer relationships.

For more details contact:

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Scan here to find out more about Capgemini's Odigo.



About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion.

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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