Odigo for Salesforce: a leading solution to give your CRM a voice

Leverage Odigo's CCaaS experience through your Salesforce CRM

Maximize on a partnership, built on since 2013, from two cloud-based market leaders. Odigo's open computer telephony integration (CTI) and Service Cloud Voice connectors seamlessly integrate because they are coded by Odigo developers directly into Salesforce's customer relationship management (CRM) system. Leverage your CRM data to deliver added value to every customer relationship with the rich functionality of Odigo's powerful enterprise-scale tools.

Cultivate communication at each stage of the customer journey

Incoming and outgoing call management allow agents to be responsive and even proactive, saving time and potentially bypassing customer pain points before they occur.

Advanced omnichannel features such as callbot, SMS, callback, call-and-pay give customers the flexibility to interact with your services with confidence and convenience.

Gain greater satisfaction with augmented agents

Service Cloud Voice provides real-time transcriptions so Einstein AI can make next step suggestions. Flexibility to turn this on or off and the efficiency of all these tools in an intuitive interface mean agents can concentrate on customer satisfaction not navigating their screens.

Intelligent routing and real-time visibility of complete omnichannel historys maximize the chance of first call resolution by matching customers and context with the right agent skill set.

Leverage data for improved performance

Real-time omnichannel statistics with a per agent and per channel view allow you to develop your customer experiences (CX) with data-driven strategies.

Teams benefit from supervision anywhere and in real time with monitoring and recording that turn insights into coaching opportunities.

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About Odigo

Odigo provides Contact Center as a Service (CCaaS) solutions that facilitate communication between large organizations and individuals thanks to a global omnichannel management solution. Thanks to its innovative approach based on empathy and technology, Odigo enables brands to connect with the crucial human element of interaction while also taking full advantage of digital possibilities. A pioneer in the customer experience (CX) market, the company caters to the needs of more than 250 large enterprise clients in over 100 countries.

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Customer experience inspired by empathy, driven by technology

Effective real-time communication meets customer expectations and strengthens relationships

Odigo brings a voice, and the tools, to Salesforce to optimize CX throughout the customer lifecycle.

Make your conversations count

Incoming and outgoing call managements, IVR, call backs and recordings.

Build personalized customer relationships

Omnichannel touchpoints and multiple routing and distribution rules.

Assist and automate entire customer journeys with conversational AI

Natural language understanding (NLU) and natural language processing (NLP) fuel Odigo's innovative intelligent automation and, thanks to real-time transcriptions, next best action recommendations for agents too.

Simple, accessible design

Native integration of the Odigo connector means a unified console thanks to its specific design with the needs of Salesforce users in mind.

Benefit from +70 out-of-the-box features