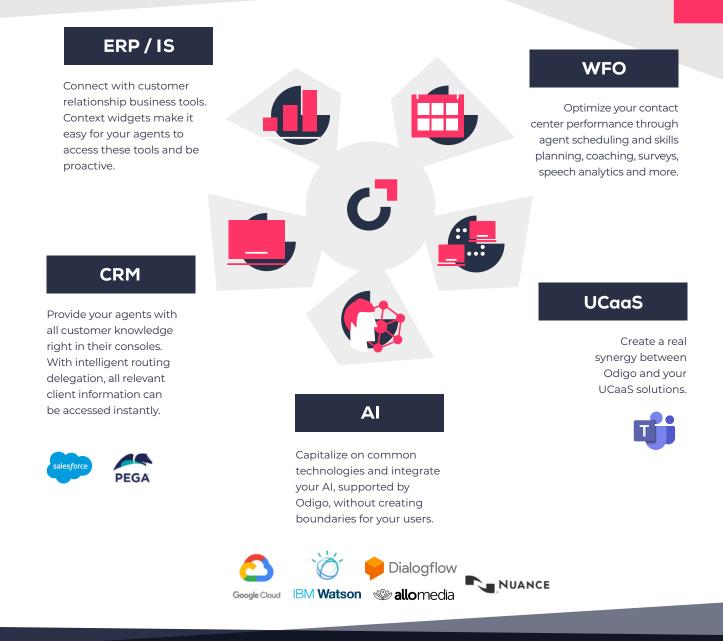# odigo

Customer experience
inspired by empathy,
driven by technology

An open solution designed to better serve your customers

An easy integration that works with any system

Odigo is an open solution that can be integrated with third-party systems to bridge the gap between your organization and relevant information stored among your various providers. Compatible with all leading tools, Odigo gathers all information in convenient and intuitive dashboards available to your agents. By extracting and leveraging this during qualification and self-service, you can provide your customers with the personalized and rewarding experience they are looking for.

With Odigo, make the most of your systems

ERP / IS

Connect with customer relationship business tools. Context widgets make it easy for your agents to access these tools and be proactive.

WFO

Optimize your contact center performance through agent scheduling and skills planning, coaching, surveys, speech analytics and more.

CRM

Provide your agents with all customer knowledge right in their consoles. With intelligent routing delegation, all relevant client information can be accessed instantly.

salesforce   PEGA

UCaaS

Create a real synergy between Odigo and your UCaaS solutions.

AI

Capitalize on common technologies and integrate your AI, supported by Odigo, without creating boundaries for your users.

Google Cloud   IBM Watson   Dialogflow   allomedia   NUANCE

About Odigo

Odigo provides Contact Centre as a Service (CCaaS) solutions that facilitate communication between large organisations and individuals using a global omnichannel management platform. With its innovative approach based on empathy and technology, Odigo enables brands to connect through the crucial human element of interaction, while also taking full advantage of the potential of digital. 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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