



**Maximize your investments** in previous conversational AI initiatives.  
Bring the AI capabilities of **your choice**.

The **openness** of Odigo's platform allows leveraging the **latest AI innovations** from IBM, integrated with an end-to-end, **leading CCaaS solution**.

# Integrate Watson with an end-to-end, leading CCaaS solution.

Benefit of **Odigo's Telco services** and infrastructure

Native Integration with **Odigo IVR Platform**

→ Interoperability with existing **IVR applications**

Native integration with **Odigo Contact Center**

- Seamless **live agent handoff** in case of non-comprehension, for specific intents detection, or on user's demand
- **Advanced contextual routing** capabilities to transfer the interaction to the agent best prepared to handle it
- Visibility over **expected wait time** to the end-customer when the interaction transfer occurs
- Transfer of **conversation's context** to the recipient agent

Native integration with **Odigo Campaign**

- **SMSs/Emails** to end-users to share relevant info, complete actions or enable cross-channels customer journeys



# Odigo bot + Watson integration

Odigo bot orchestrates the overall interaction while ensuring the overall coherence and consistency of the customer experience

Dialog orchestration :

- Gives and takes back the control to/from 3<sup>rd</sup> party bot, based on the **state of the conversation**
- Guarantees the exchange of **key info** between the solutions
- Handovers to **live agents connected to Odigo Contact Center** if needed

