

odigo .

salesforce

Involve your staff in building customer relationships



Customer satisfaction is everyone's responsibility

Customer relations form the core of your business

Your customer service is the first window into your business, and its main objective is to provide your customers with fast and high-quality service. Both your customer retention rate and the reputation of your brand are at stake – making this a real driver of growth for your business.

Make your customers' experience memorable

Give customer's what they want: the freedom to contact you whenever they choose, through any communication channel, without sacrificing efficiency and speed of resolution. Finding a balance between accessibility, customer insight, skills and tool performance is the key to providing a successful customer experience.



Companies prioritizing the customer relationship reap profits that are 60% higher than their competitors.”

Emmet Murphy and Mark Murphy,
Leading on the Edge of Chaos, 2013.



84%

of customers say the experience a company provides is as important as its products and services – up from 80% in 2018.*

82%

of customers expect first contact resolution.**

Empower your staff to succeed

Ensure your employees possess the skills and tools necessary to carry out their tasks! In order to deliver the best response as fast as possible, your staff need good customer insights, access to customer interaction history with the company and the ability to provide them with the responses they expect.

Measure and improve the performance of your contact centre

You need to monitor your customer service through real-time statistics and dashboards, in order to identify any relevant training and coaching activities for your staff, in addition to tangible optimisation opportunities within your customer experience lifecycle.

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With Odigo and Salesforce, we can have a real 360° view of our clients. Odigo is fully integrated with the Salesforce Cloud Service. We are rolling out Odigo within our sales department."

Dominique Vergnolle

Director of Customer Experience,
SoLocal Group (Pages Jaunes)



*Source: State of the Connected Customer Report, Salesforce 2019.

**Source: CGI Group 2017.

Provide your customers with instant service across all channels, operated by skilled and available staff

Two market leaders in customer relations help you deliver the best possible service

Salesforce and Odigo have been working together for more than five years, helping over 30 large French and international companies.

Odigo's rich functionality is fully integrated within the Salesforce cloud CRM platform, enabling you to deliver an unforgettable omnichannel experience, both to your customers and to your agents.



Odigo and Salesforce: A strong partnership

- **Directing customer requests to skilled, available agents** who can deal with queries as quickly as possible.
- **Delivering a high-quality service from your contact centre**, providing the best possible experience at each stage of the customer journey.

Salesforce, the CRM leader

Over **150 000**

customers worldwide

100% cloud-based

“Gartner has named Salesforce a Leader in the CRM Customer Engagement Centre Magic Quadrant for the 12th consecutive year.”

CRM Customer Engagement Centre Magic Quadrant, Gartner Inc., 2020

Odigo in numbers

Over **3 billion** contacts per year

across voice, email, messaging, social media, text message

Over **250** customers across **100** countries

and more than 100,000 concurrent users

Over **200** experts

dedicated to optimising your company's customer relations

A 100% cloud-based service



Odigo brings a voice solution to Salesforce

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

Odigo gives your routing an extra boost

Ensure the routing of all voice and digital interactions from Salesforce. Offer a true omnichannel experience, backed by unified and intelligent routing.

Odigo enables you to monitor your customer service performance

Real-time monitoring and omnichannel statistics, per agent and per channel.

More than software

Odigo is your partner at every stage of the customer journey

Customer contact software...

- Multichannel: voice and digital
- Large routing capacity
- UX design

... in the cloud

- Security, upgradability and reliability
- 24/7
- Open platform/API



Delivered by experts

- Over 200 experts ready to help you across pre-sales, design and configuration, integration, support
- Consulting service to support you through the process
- Training to ensure you master the full potential of the solution
- Customer success management helps you make the best of the solution

Customer KPIs achieved through Odigo:

↑ 36.5%

customer satisfaction

↓ 9%

costs

↓ 50%

agent turnover



Our clients





About Odigo

Odigo helps large organisations connect with individuals through world-class, cloud-based contact centre 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 250 clients around the world.

Visit us:
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Customer experience
as it was meant to be