

Omilia Self-Learning Agentic CX Platform

A unified agentic CX platform that autonomously handles and continuously improves customer interactions across every channel, improving with every conversation, automatically, every day.

What Is It?

Omilia's Self-Learning CX Platform combines agentic AI, enterprise-grade orchestration, and continual learning to deliver measurable CX and cost outcomes at scale.

Unlike traditional IVR, bots, or point solutions, the platform improves with every interaction. Most AI solutions stall because they rely on static models, siloed tools, or manual tuning. Omilia is purpose-built to overcome these limitations through agentic execution, self-learning and continual optimization.

Why It Matters

CX leaders are under pressure to automate more without degrading experience, reduce handle time and agent workload, deploy AI safely across regulated environments and prove ROI beyond containment rates.



A self-learning loop driven by goals, evaluation and adaptation

The platform learns from every customer conversation - handled by AI or by a human agent - using real outcomes: resolution success, corrections made by agents, and customer feedback. It refines its understanding, improves dialogs, and identifies new service tasks to automate, all without constant manual tuning.

It's replicating your most brilliant agents, **endlessly.**

Every interaction feeds back into the system – linking outcomes, agent behavior, and customer signals – to drive a continuous self-learning loop across automation, routing, and assisted service. The result is a customer experience that becomes more accurate, personalized and faster to resolve issues – without added operational effort. The platform integrates best-of-breed Small Language Models (SLMs) specialized in customer care, so every conversation is an opportunity for improvement.



Business Outcomes:

With Omilia's platform, non-technical users can create AI Service Agents in minutes and go live in a day.

- Increase automation rates with better CX
- Reduce average handling time (AHT)
- Improve first-contact resolution (FCR)
- Achieve faster time to value for new use cases
- Reduce agent workload by up to 100%
- Lower total cost of ownership vs. multi-vendor stacks
- Demonstrate a return on investment in weeks
- Improve CSAT, NPS and retention scores

Platform Highlights

No-code AI Agent building and orchestration

Continuous self-learning across every channel

Uncover and scale the very best of your brand's CX

Identify your best CX practices automatically

Fast go-live with in-production iteration

Native best-of-breed fine-tuned SLMs and LLMs

Enterprise ready - compliance, security, and scale

Shared memory layer across all agents

Multi-channel and multi-modal by design

Out-of-the-box insights and analytics

Pre-built integrations and industry models

How Does It Work?

Self-Learning CX Agents power a continuous, 360 degree learning loop that improves customer experience at scale and drives industry-leading containment rates. The core of this breakthrough is the system's ability to scale human expertise by automating the entire performance optimization cycle measured against outcomes like operational cost, CSAT, and NPS.

Self-Learning is delivered as an integrated process across these stages: intelligent routing, automated listening, agent building, self-learning evaluation, and self-learning optimization. After deployment it loops back - learning from new data, finding new optimization targets, and improving existing automations.



INTELLIGENT ROUTING Concierge Agents

From day one, the Concierge Agent routes calls to the contact with 90%+ accuracy, working from queue or descriptions - no static intents, no labelled training data.



LISTEN AND ANALYSE Automation Agents

Automation agents listen to every call across self-service and assistant service and continuously surface high-value automation opportunities worth pursuing.



BUILD & OPTIMIZE Building Agents

With human approval, building agents create new automations inside the contact centre - standing up task and FAQ agents and validating them against real-world outcomes.



FAQ AND TRIBAL KNOWLEDGE **Q&A Agents**

Every analyzed conversation is fed back to the platform - extending tribal knowledge or adding source documents to the knowledge base as answers stay accurate and current.



COMPLEX TASK AUTOMATION **Task Agents**

With CoPilot, in a few steps, agents can consume APIs and/or MCP servers and help customers with complex queries.

What Makes Us Unique

Voice Native CX AI

- Latency optimised for enterprise contact centers
- Tuned on real customer service datasets and live calls
- Native speech-to-speech models
- Best of breed fine-tuned SLMs & LLMs
- One language for all customer service agents
- Transparent pricing with no third-party dependencies
- Natively multilingual.

Enterprise-Grade, End-to-End

- Effortlessly scales to millions of calls a day
- PCI Level 1, SOC 2, FedRAMP-ready
- Full control over agentic outcomes and interaction principles (Omilia Agentic Adoption Framework)
- Full observability and explainability - Glass Box approach
- Full product suite: customer service, WFM, anti-fraud

Business Value Driven

- Self-Learning agents adapt and grow with the business
- Go live in days, not months
- Human-in-the-loop evaluation of AI suggestions
- Drives upsell and revenue growth
- Increases CSAT, NPS, and employee satisfaction
- 90% task completion rates

Impact On ROI

Modern agentic AI replaces months of manual flow design and prompt tuning with natural-language instruction and closed-loop self-improvement - across every stage of the lifecycle.

	Standard Deterministic AI	Omilia Agentic AI	ROI Impact
Initial Deployment	3 – 6 Months	2 – 9 Days*	95% faster launch
Development Effort	Manual flow design, prompt writing, and keyword tuning.	Zero-shot routing and auto-generated dialogue.	70% less dev effort
Scaling (new intents)	Weeks - new flow diagrams and labelled training data per use case.	Minutes to hours - described in natural language.	Agility to market
Maintenance	High - manual retraining for every error.	Low - self-learning, closed-loop improvement.	Reduced OpEx

*under specific conditions

Deployment In Days, Not Months

Design and deploy CX agents in minutes, with 96%+ understanding accuracy on day one, without coding or AI expertise. The Developer CoPilot guides creation, deployment, and improvement - ingesting and analyzing customer service data in seconds to uncover further automation opportunities. Out-of-the-box models cover industry-specific intelligent routing, numeric and alphanumeric capture, and more.

Performance & Compliance At A Glance

Best in Class Customer Experience

Frictionless, intelligent voice and digital experiences that boost satisfaction, loyalty, and measurable growth in CSAT and NPS.

Routing Accuracy

90%+ Routing accuracy from day one, no labelled training data required

Task Completion

90%+ Task Completion Rate with no ceiling - compounds with every call

Security

PCI Level 1, SOC2 & FedRAMP compatible architecture

Languages

English, Spanish, French, German & Portuguese

96%+ understanding and reasoning accuracy on day one, with no coding or AI expertise required.

About Omilia

Omilia is the global standard for AI-driven customer service transformation. Our native Self-Learning Agentic CX platform revolutionizes how enterprises engage with customers, automating interactions with precision, empowering agents in real time, and delivering seamless, personalized experiences across all channels.

Powered by deep expertise in developing proprietary Agentic AI technology, and multi-layered anti-fraud capabilities, we enable enterprises to move decisively and safely into the era of AI-first contact centers. Omilia's Self-Learning Agentic CX learns from across the entire customer journey – from self-service to live agent interactions – unlocking continuous improvement and breaking the “glass ceiling” of containment that legacy siloed models can't achieve.

Omilia is trusted by the world's most demanding enterprises across all industries. Built on over two decades of AI innovation, Omilia delivers measurable outcomes: lower costs, higher efficiency, and unmatched customer satisfaction – all while preserving the human touch where it matters most.