



TRANSFORMING CUSTOMER EXPERIENCE

Solving Today's Top CX Problems

Access to
Talent



Elastic Workforce of Globally Sourced Workers
75,000+ Network of Pre-Vetted Agents

Quality of
Service



Peak Week NPS 86.5 (#1 of 9 Providers)
95.5%+ Quality Scores Across All Industries

Speed of
Delivery



On-demand, Unmatched Speed
60% Faster Ramp vs Internal and Legacy BPOs

Flexibility &
Scalability



Flex Up and Down on a Dime
30% Real-time Flex

Precision
Staffing



AI and Automation for Consistent, Reliable Delivery
30-minute Intervals



Attracting Highly Skilled Talent Matching Unique Client Needs



Job Postings

Social, Reddit,
Glassdoor

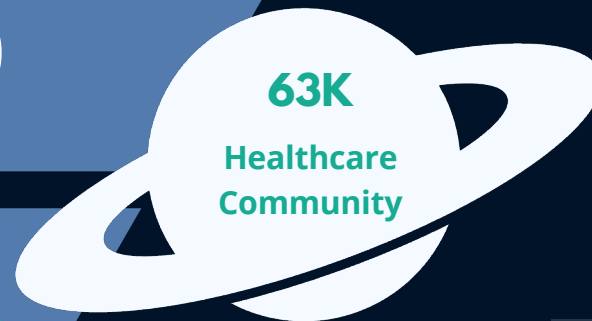
Military Related

Referrals

Product Service
Communities



300K Applicants



76K Qualified



25K Mutual Match

4K Productive



14
Years of Work
Experience

38.7
Average Age

82%
College Educated

22%
Military Attached



Perfectly Matched to Your Needs

55% FIS Workers with Financial Experience

44% Intuit Workers with Tax Experience

54% CVS Workers with Pharmacy Experience

Quality of Service

Dedicated to your brand and CX



86.5 NPS

During tax season TurboTax outsources our customer service to ten vendors, including Omni. Omni consistently outperforms the other vendors with the highest NPS scores.



94.7% Quality

Omni performs back-office prescription tasks for CVS year-round with consistently high-quality scores.

Thinx!

97% CSAT

Year round, including peak holiday season, Omni provides customer support for retailer, Thinx. The account has 97% CSAT - higher than the company's internal team.

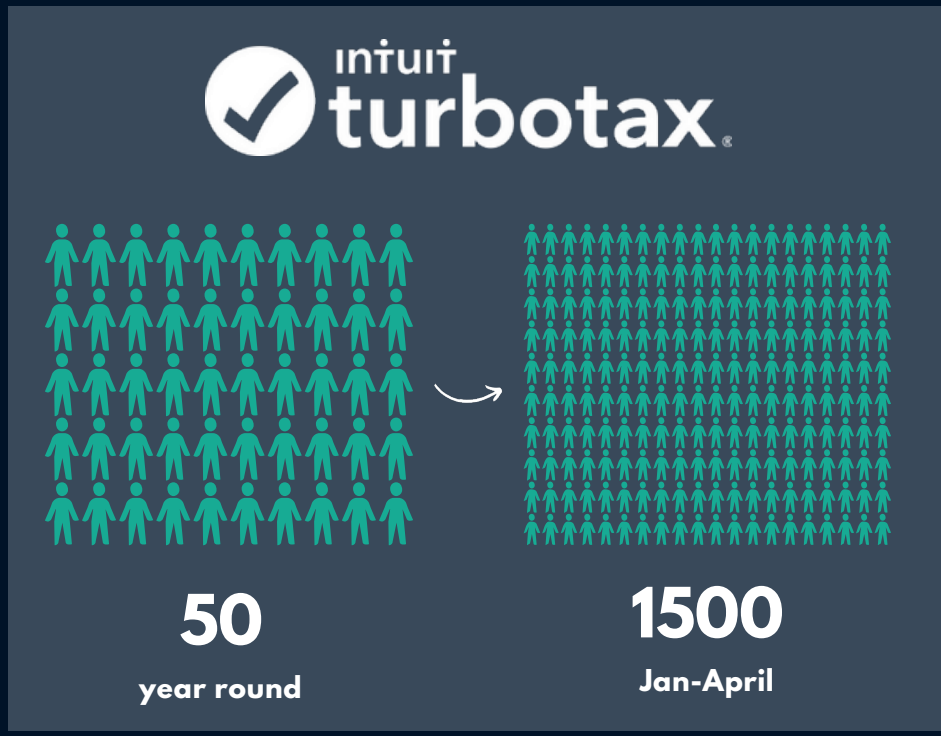


"Omni provides us with outsourced customer care at a more affordable price while maintaining excellent customer satisfaction ratings and increased sales."

Alice Warren, VP of Customer Intelligence at Thinx

60% Faster Ramp

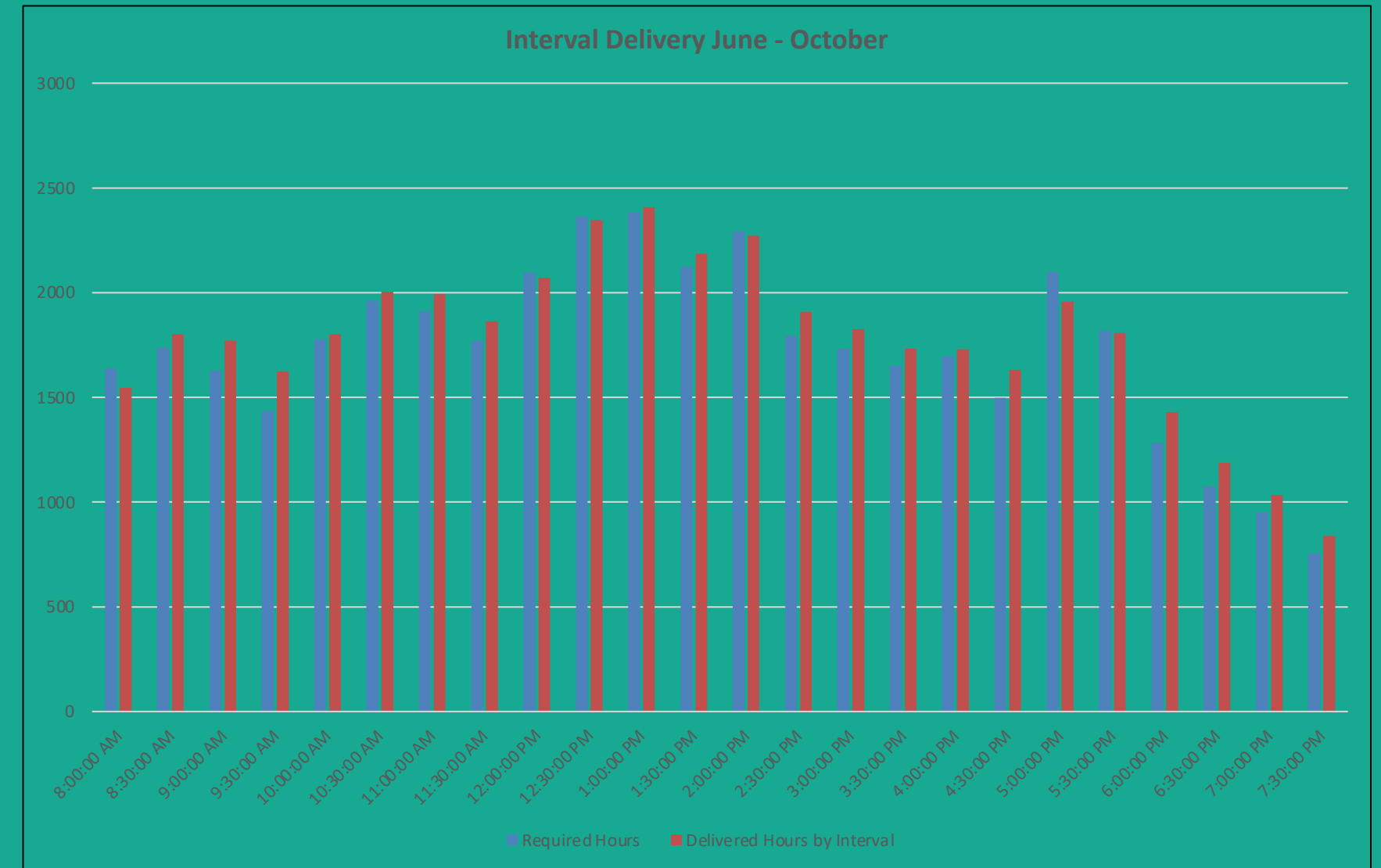
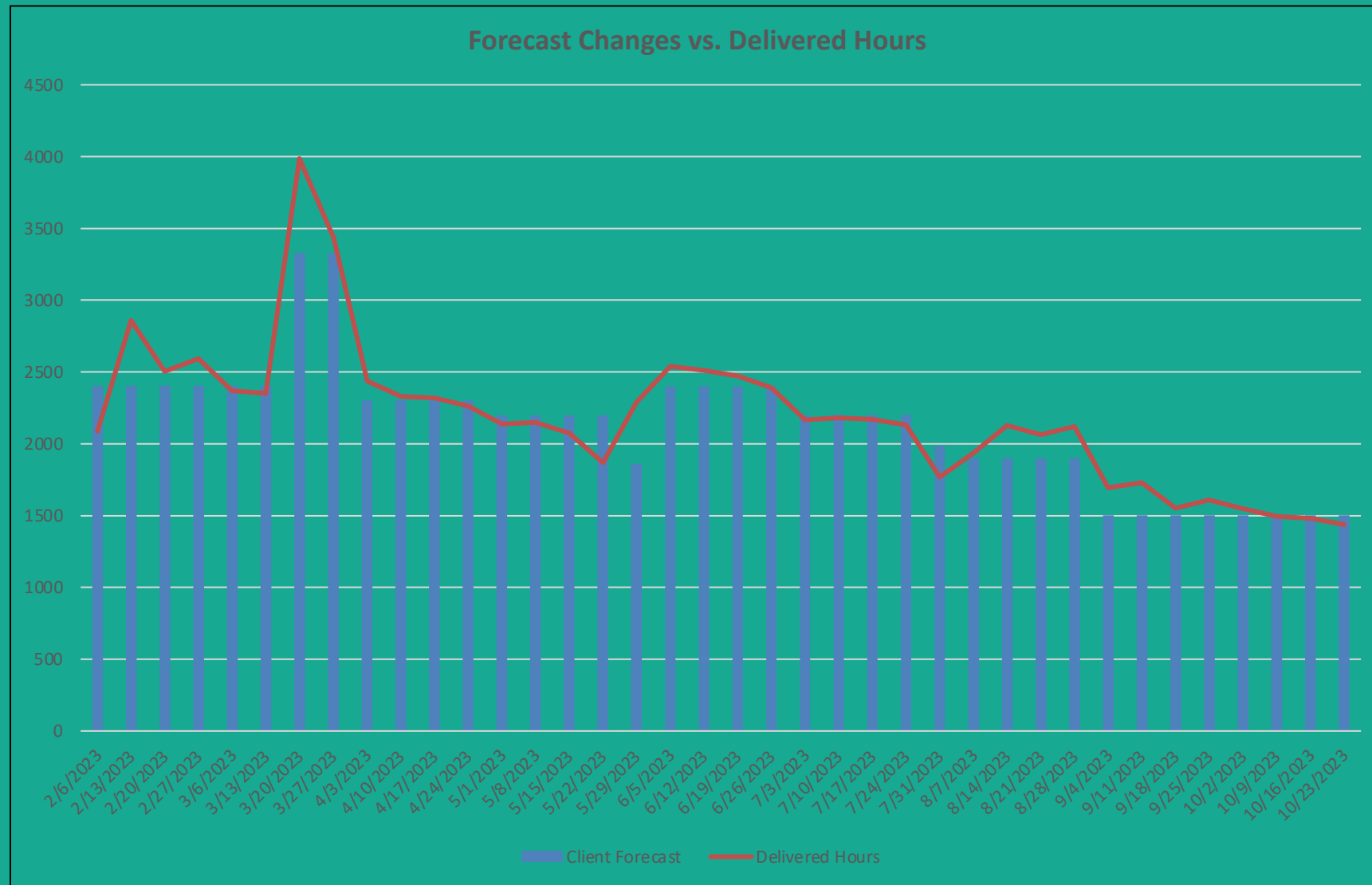
30% Real-Time Flex



"Omni is a true partner. I appreciate their speed in meeting our increase in call volumes. They flexed from 40 to 300 workers in just 5 days."

Head of Customer Support at SafeRide

Ramps and Flexibility



Unforeseen Volume Changes

When your volume trends are changing and numerous forecast changes are needed, we are quick to adapt. In this example, the client needed to make 12 forecast changes within 8 months.

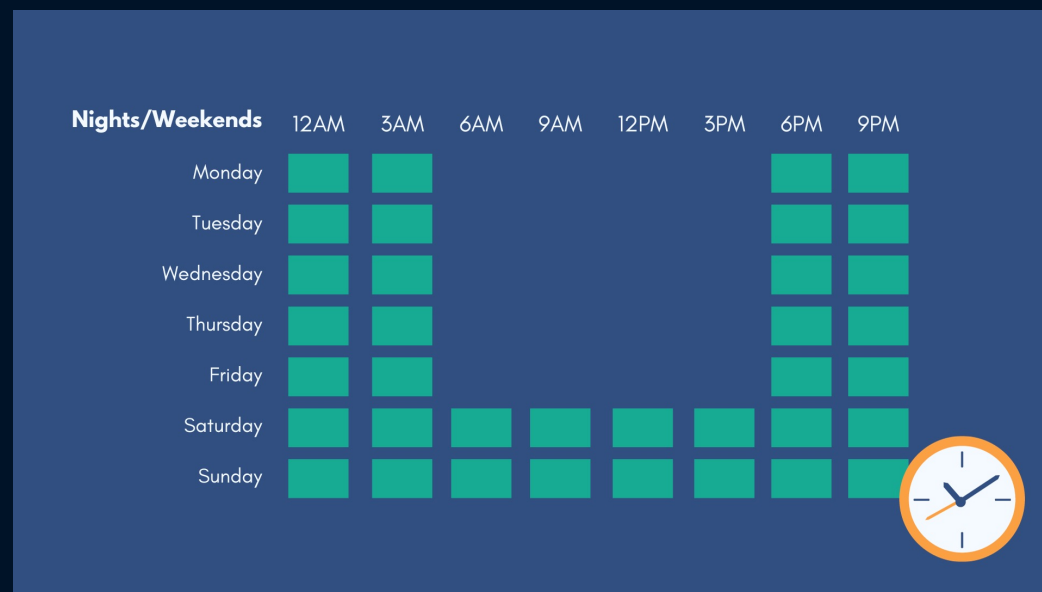
Forecast Accuracy

Even when volume demands constantly change, Omni delivers accurately to the forecast, down to the interval level.

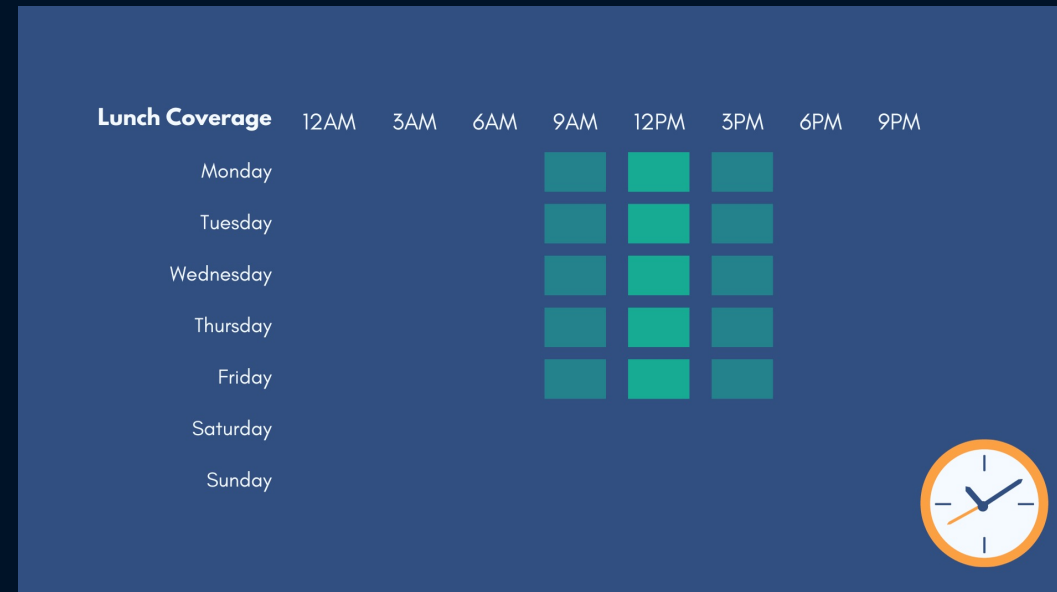
Precision Staffing

Consistent, Reliable Delivery with Automation

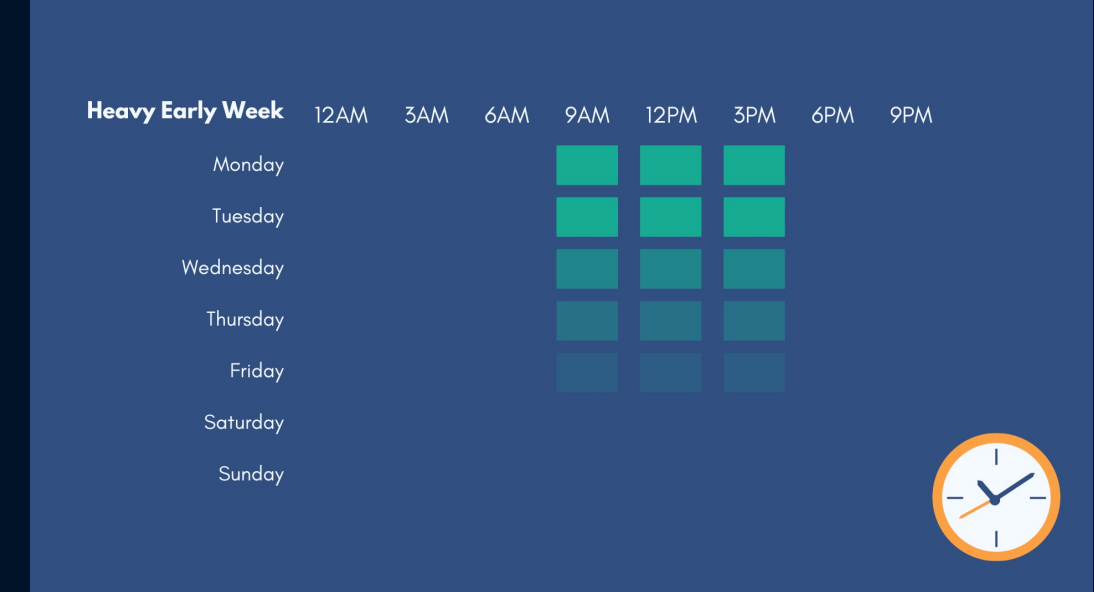
Nights & Weekends



Intraday



Intraweek



20+ queues with strict 30-minute interval compliance



"We have been working with Omni Interactions since 2020 to help support the increased volume for our inbound call center. The service Omni has provided has been an asset. I highly recommend their offerings."

Crystal Meek, Vendor Management at FIS

Remote Worker Security

The FBI Uniform Crime Report shows that remote customer service agents are less likely to engage in fraud, forgery, or theft



LARCENY / THEFT
30%
less likely

FORGERY
180%
less likely

FRAUD
130%
less likely

- Thinscale Secure Remote Worker
- Know Your Customer "KYC" Identity Verification
- 200 data points cross-checking digital footprint
- ThreatMetrix and Omni fraudster database
- Verifies IP address across multiple sources
- Identity verification by matching their US photo ID against a real-time selfie



Omniverse | Intelligent Digital Ecosystem



Launching & Sourcing	188K applicants	First Advantage	icims	Criteria	JOBMA	50+ job boards					
Onboarding	25K background checks	First Advantage	Background Checks	Truicoo	HIRE_RIGHT						
Security	4K workers deployed	DIZZION	HANDY Networks	THINSCALE	LexisNexis	MetaMap	ManageEngine				
Certification & WFM	200K+ training hours	Cp Adobe Captivate	Omni DLJ	rs	icp	Humanity	React				
Operations & Earnings	6800K+ automated actions	Microsoft Teams	DECISIONS	Power Automate	Microsoft Azure	BRIGHT PATTERN	Amazon Connect	Five9	ADP	ZOHIO	TWILIO SendGrid
Reporting & Data	10K+ reporting automations	Power BI	DECISIONS	UiPath	SQL	snowflake	Fivetran				

Omni Family



Supporting 120+ credit unions through FIS partnership



OMNI IN ACTION



Day in the Life



Customer Testimonial



Frost & Sullivan



Hear from our Board



Meet Omni-Bot

Why Omni?

INTERACTIONS



#170 on Inc. 5000
3rd Consecutive Year



3100%+ 3-Year Revenue Growth
Fastest Growing BPO



Outsource Provider of the Year by
Business Intelligence Group



CCW Award Finalist for BPO of the
Year and Workforce Innovation

25%

Cost Savings
Verified by
Industry Analyst



Michael DeSalles
Principal Analyst
Frost & Sullivan

"Omni Interactions solves many of today's current CX challenges with an innovative business model that combines automation with people-based support."

Vast Language Availability

Helping You Grow Globally!

In our increasingly globalized world, businesses are expanding faster than ever before. However, the language barrier is still an obstacle that stands between many brands and global success. Omni provides global access to many languages making it easier to bridge the language gap.

English

Spanish

Chinese

Arabic

Bengali &
Hindi

Dutch

French

German

Russian

Portuguese

Korean

And More!

Consider this: 29% of businesses lose customers due to a lack of multilingual support, while 71% of users reported increased loyalty to companies offering support in their native language. - Translate Press 2023