

Omilia Self-Learning From Conversational to Agentic Al

Strictly confidential

Beyond Agents

What we know today

Traditional Software Development Lifecycle

6 months

"normal" timeline

70%

% time spent planning

20

Person-hours in meetings each week

30%

% time spent building



What we all Want

0 days

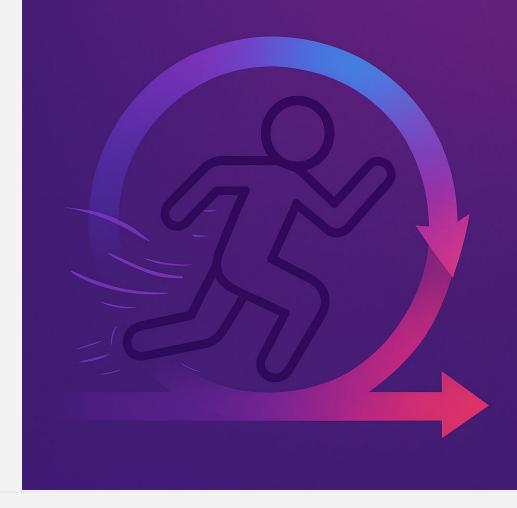
Time to turn up

100%

Data driven planning

0% Complexity 95%

"Building" time

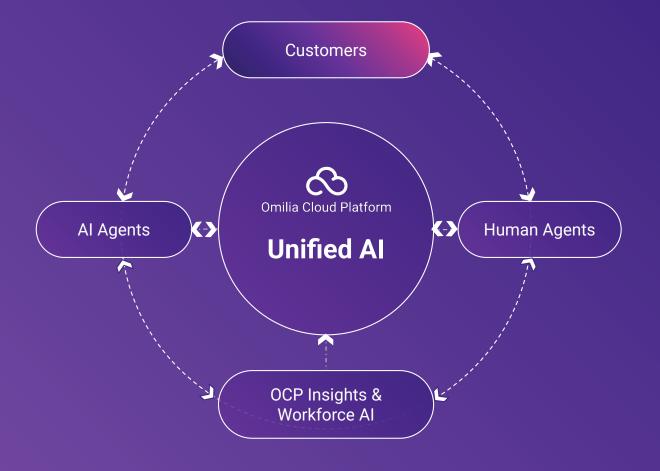


How?

Unified AI

Continuous Agentic Self Learning

Discover, automate and optimize in a continuous self-learning loop, and deploy, evolve, and scale Al agents in **minutes**



Omilia Unified AI - Learning from every customer journey

Unified insights power a continuous 360° self-learning loop improving the customer experience at scale and achieving unprecedented containment

Interact

Interact and learn from each customer request - in real-time in all channels

Al Agents & Agent Assist

Create

Use this intelligence to design and build new apps with co-pilot and human in the loop

OCP Builder Agents



Learn

Capture intelligence from every AI or live-agent interaction

Workforce AI™ & Optimize IQ™

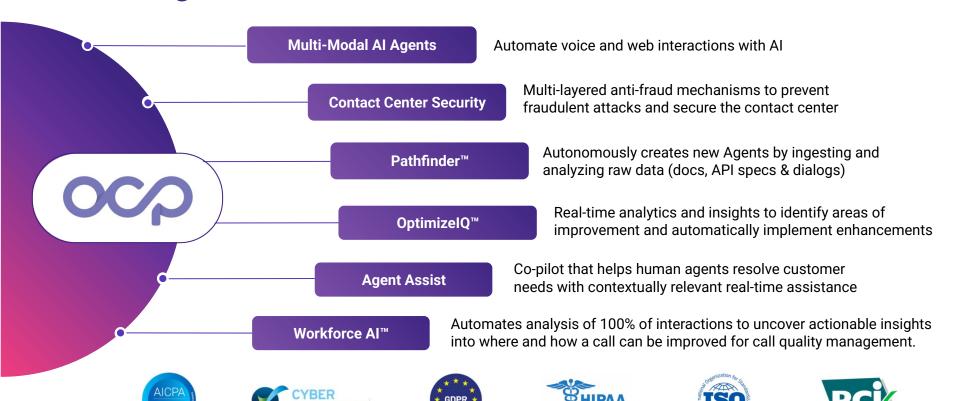
Discover

Agentic AI converts (Dialogs, SOPs & Specs) data into suggestions for Apps

Pathfinder™



Unified Agentic AI Solution for Customer Service







Fully connected Customer Experience

One single source of truth for your Al brand experience. Al Agents and Human Agents co-exist and cooperate for a self-evolving experience



Unlimited Learning

Omilia's AI Agents evolve with your business and **for** your business. Every interaction is a learning opportunity - a self-adapting experience with minimal maintenance efforts.



Unbounded scale

Ready to scale without limits - from 1 to 10 million calls a day, OCP is ready to grow with your business.

Agentic Al Adoption Framework or value-driven control

The illusion of Control

>65% Agent Churn Rate (1st year)



Agent Training and on-boardings

"Freedom is the freedom to say that two plus two make four. If that is granted, all else follows."



Low Control. High Risk Increased Control and Reduced Risk Planning the Task A risky leap of Faith Executing the Task **Rule Based** Automation

Agentic Al Adoption framework

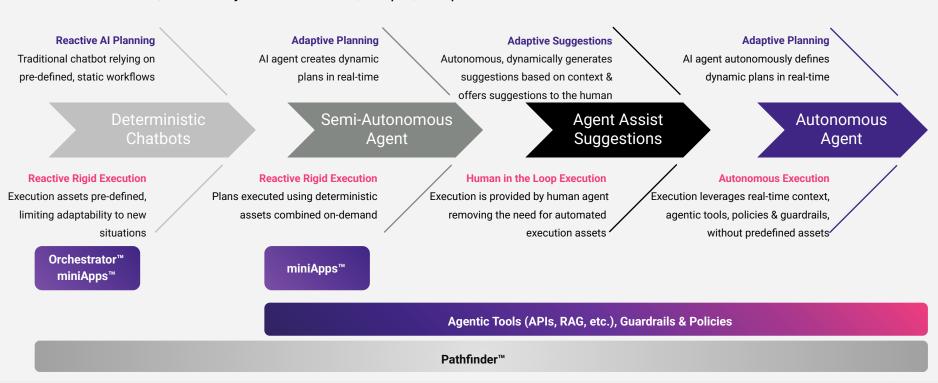
Level of autonomy

Phased Adoption at your own pace



Agentic AI Adoption Framework

An architecture that creates the pathway to safely evolve from rule-based bots to fully autonomous, agentic systems Provides a scalable, resilient system that learns, adapts, and performs with minimal manual intervention







Easy migration path

Zero dependencies to roll out agents into existing or new applications. Fully integrated framework.



Phased adoption at your own pace

Continuous learning and continuous risk assessment.

There's no leap of faith.

Understand what you are deploying, what are the guardrails and maintain near-deterministic consistency.



Glass Box

miniApps and the agentic framework offer a fully observable interface: **Glass Box Approach**

Strategic Direction

From pioneering CAI to a the only self-learning Agentic platform

Agentic-Ready and Speech to Speech

Agents created by the platform can consume and be consumed by other agents without ever losing context. The speech models are now keeping and utilizing all voice characteristics to interact.

Al supervisors and controlled autonomy

Autonomous suggestions with human-in-the-loop (HITL) and ghost AI supervising humans.

Data is captured continuously and AI agents are assessed in zero risk environments. Reasoning models are trained on real environments

Multi-Agent Collaboration

Deploy coordinated multi-agent systems with defined roles (e.g., Design Agent, QA Agent, Analytics Agent, Optimize Agent). The Platform is self-sufficient in building, deploying and optimising its workflows with minimal supervision.

Autonomous AI Customer Service

The platform itself is a goal-driven autonomous agent, capable of perceiving, reasoning, and act with minimal (or as required) human intervention.

Learns continuously from all CC interactions and adapts strategies in real time.

Acts as a central orchestrator and optimizer across the entire customer experience stack, maximizing performance and business outcomes.

2025 2028



Beyond Voice.
Beyond Language.
Beyond Time.