



Omilia Self-Learning

From Conversational to Agentic AI

Strictly confidential

Beyond Agents

What we know today

6 months

"normal" timeline

70%

% time spent planning

20

Person-hours in
meetings each
week

30%

% time spent building

Traditional Software Development Lifecycle



What we all Want

0 days

Time to turn up

100%

Data driven
planning

0%

Complexity

95%

“Building” time

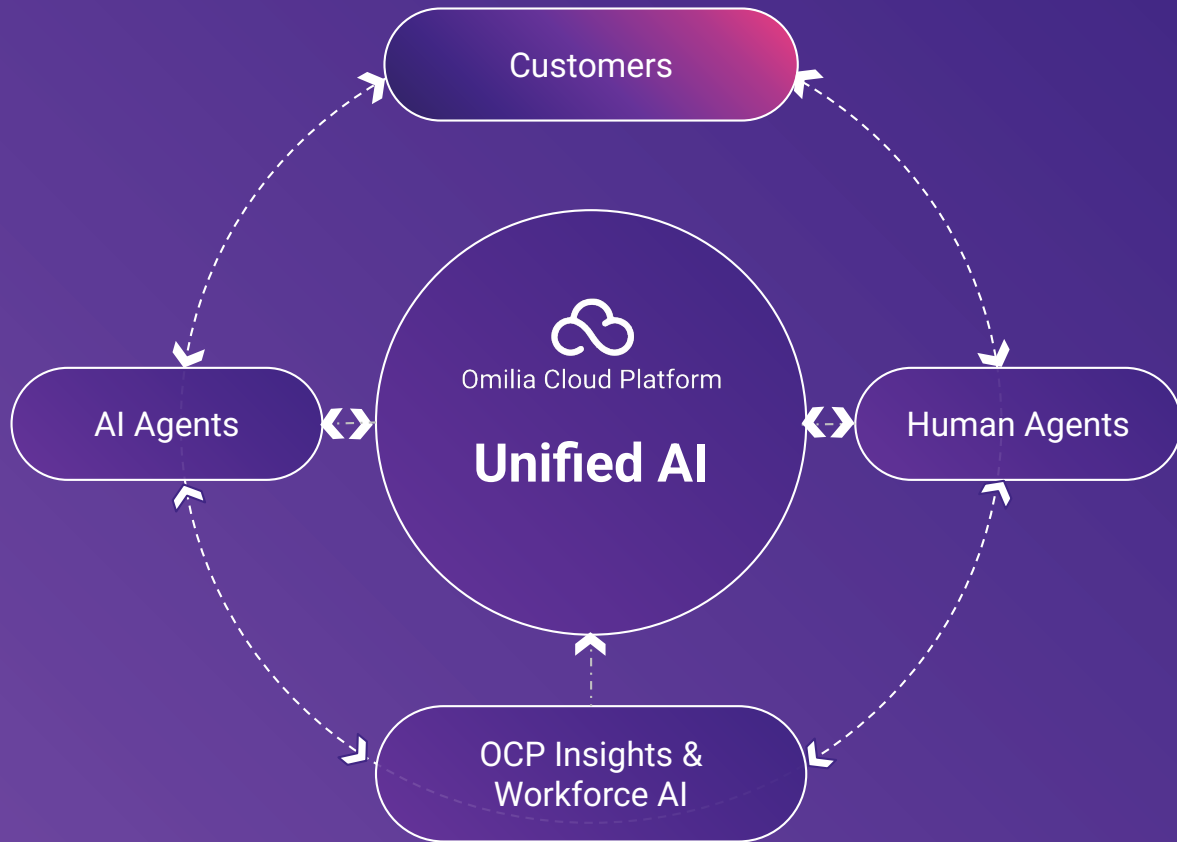


How?

Unified AI

Continuous Agentic Self Learning

Discover, automate and optimize in a continuous self-learning loop, and deploy, evolve, and scale AI 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

AI 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

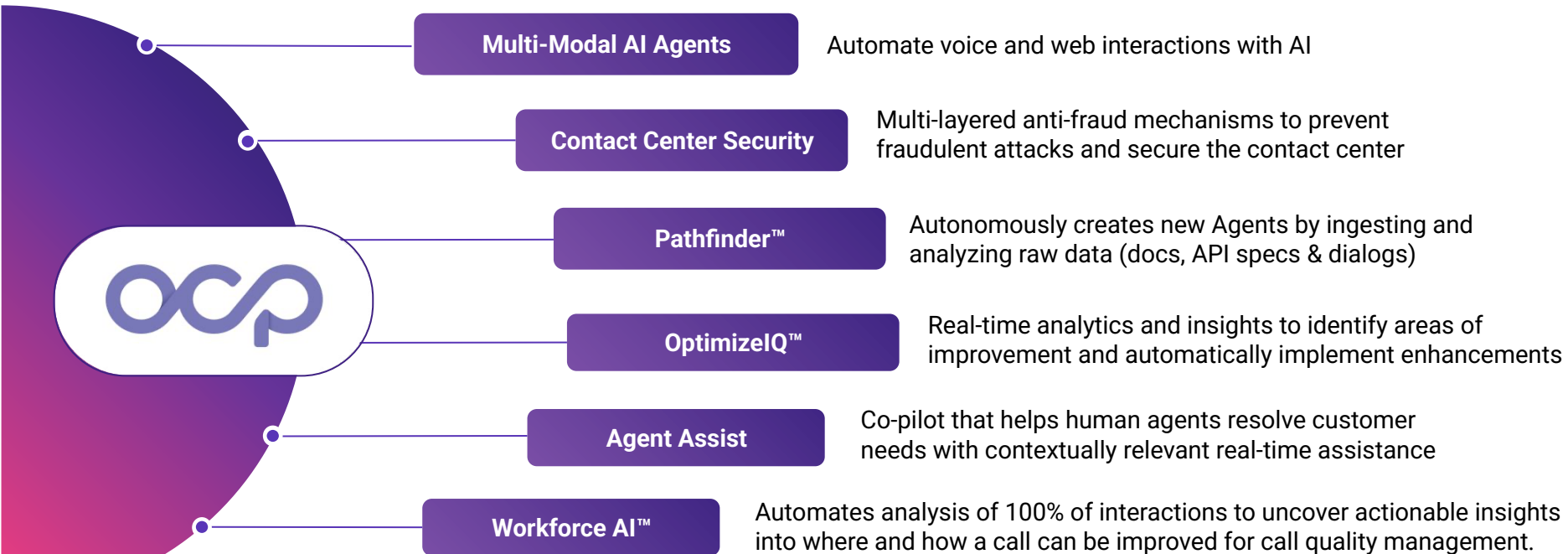
Workforce AI™ & Optimize IQ™

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 AI brand experience. AI 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 AI Adoption Framework *or value-driven control*

The illusion of Control

>65%

Agent Churn Rate
(1st year)

∞

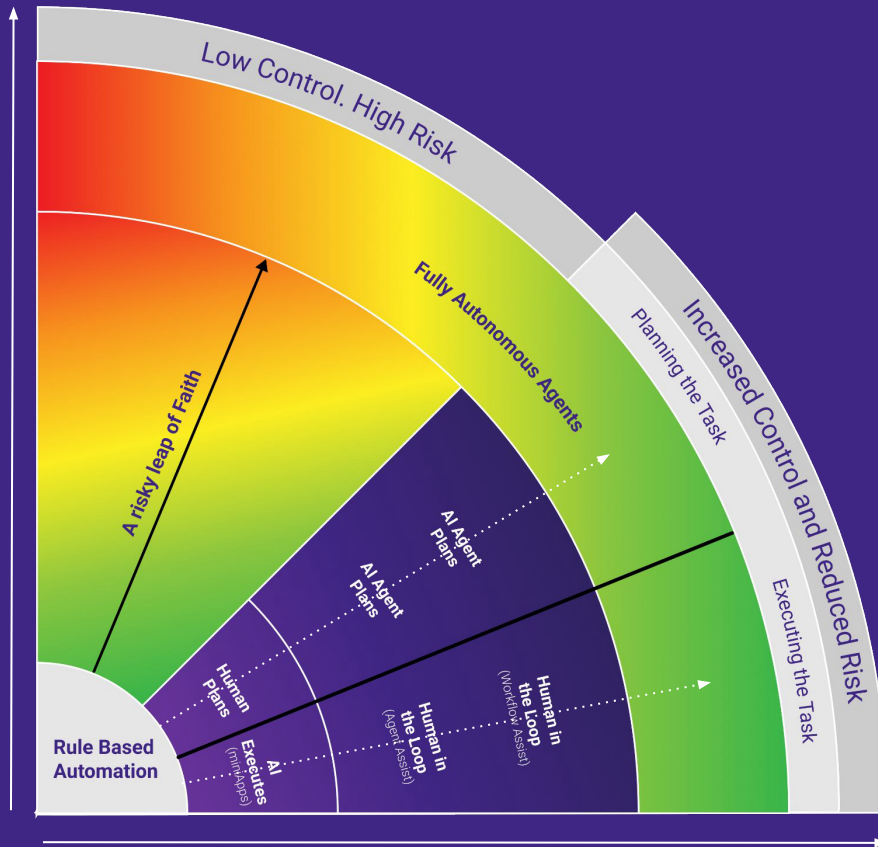
Agent Training and on-boardings

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



Agentic AI Adoption framework

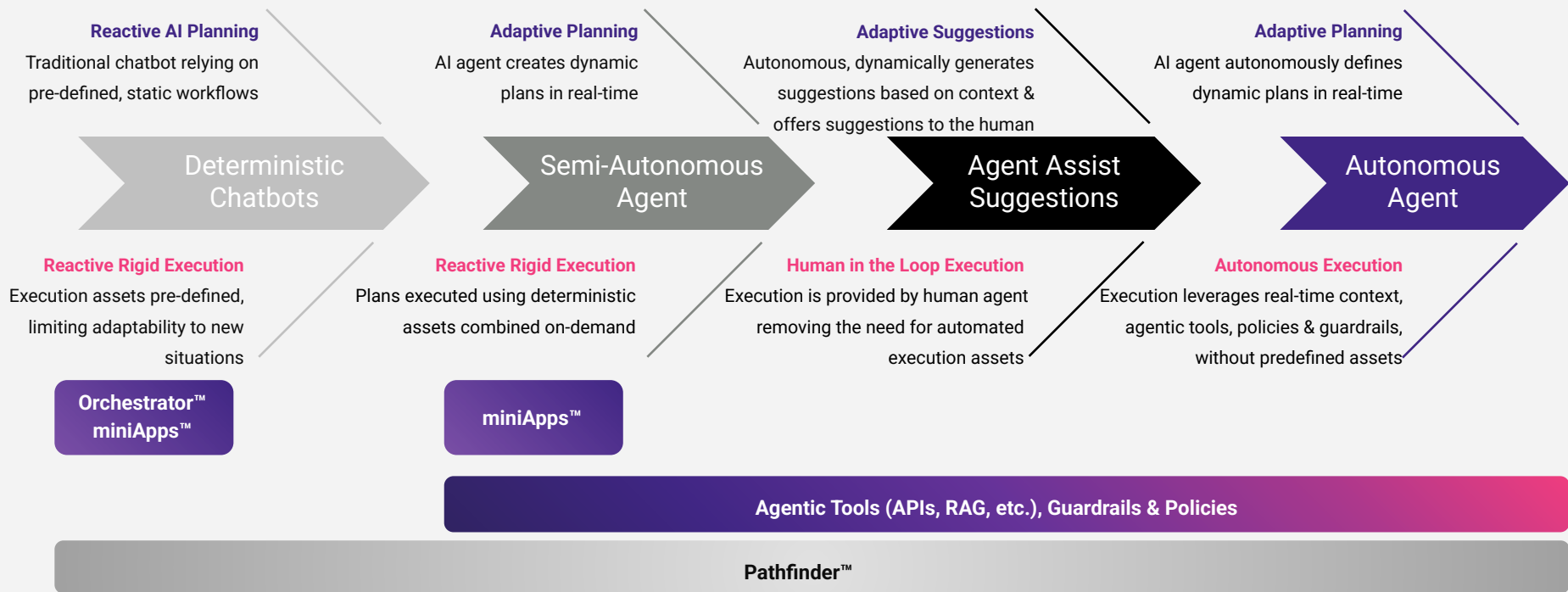
Level of autonomy



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.

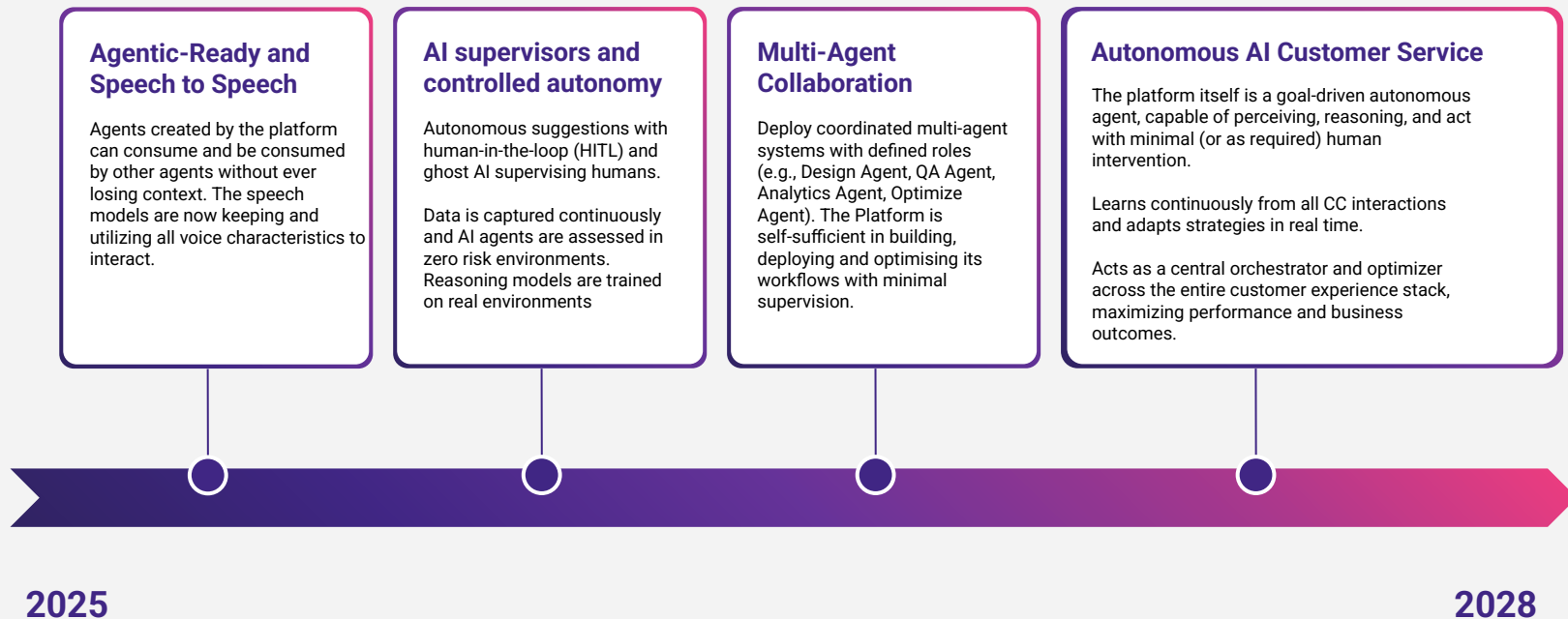


Glass Box

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



Omilia

Conversational Intelligence

**Beyond Voice.
Beyond Language.
Beyond Time.**