

Augmenting phone professionals to drive transformative outcomes

Cogito's AI Coaching System for the contact center applies behavioral science through human-centered artificial intelligence to foster stronger human connections for more productive, empathic conversations. It is the world's first solution that performs streaming conversation analysis with sophisticated signal-based deep machine learning models and real-time natural language processing to guide in-call speaking behavior and deliver customer insights.



Analyze human behavior and context through voice

Streaming voice analysis and real-time natural language processing provides an instant window into representative engagement and customer perception.



Deliver live coaching guidance to phone professionals anywhere

Intuitive in-call notifications guide representatives to adjust their speaking style and be the best version of themselves on every call, thus building deeper emotional connections with customers.



Enlighten supervisors & executives

Supervisors can observe live calls and are alerted to coachable moments for their team. Management is provided a customer experience score and comprehensive insight into phone professional behavior for 100% of calls.



Predict outcomes

Novel interaction insights around emotional state, customer and phone professional behavior, motivation, and experience provide a predictive view into critical business measures such as customer churn, sales conversions, operational efficiency and representative engagement.



Get results fast

Cloud-based, intuitive to use, and seamless integration with existing CRM, business intelligence and telephony systems accelerates time to value.



Continuously learn and improve

As the only company leveraging signal-based deep machine learning, Cogito adapts and gets smarter through usage - empowering better sales and service performance.

The results

10%

Reduction
in handle time

16%

Increase
in first call
resolution

14%

Improvement
in customer
satisfaction

90%

Increase
in customer
feedback

12%

Increase
in deal close
rates

Live coaching



Increase awareness & reinforce coaching

Instantly understand and improve speaking behavior and customer perception.



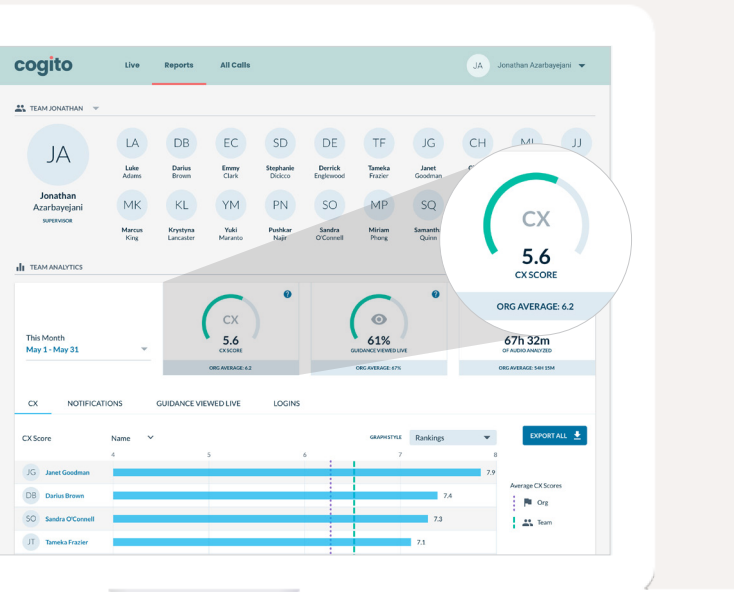
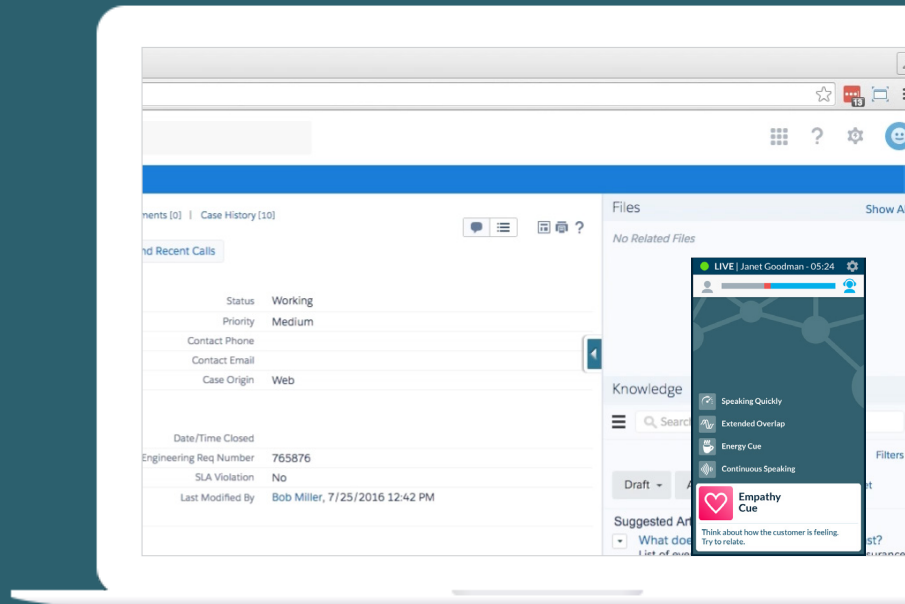
Exude empathy & build emotional connections

Enhance communication and motivational skills.



Support phone professionals anywhere

Guide and enable your frontline workforce regardless of location.



Impactful insights



Comprehensive customer experience measure

Understand customer perception across all calls in real time.



Enhance individual and team performance

Objectively identify and address coaching opportunities across all calls.



Recruit better, train faster

Make every phone professional perform like your best with unique coaching insights derived from behavioral signals and natural language processing from conversations.

Powerful predictions



Transform behavior into impactful data

Convert voice interactions into actionable objective insights.



Reliably predict behavior

Apply human-aware AI models to make better data-driven decisions and predict future customer and employee behavior.



Continuously improve

Capture feedback and systematically improve through machine learning.

CK	CALL	WITH	NAME	DURATION
2	03:08PM 05-31-2019	12637827632	James Jefferson	00:17:05
2	02:50PM 05-31-2019	1383752733	James Jefferson	00:12:52
2	02:37PM 05-31-2019	13229884852	James Jefferson	00:11:26
2	02:23PM 05-31-2019	15846308377	James Jefferson	00:13:42
6	02:16PM 05-31-2019	14638292764	James Jefferson	00:06:56
6	02:03PM 05-31-2019	13229884852	James Jefferson	00:12:49
6	01:59PM 05-31-2019	13734286384	James Jefferson	00:03:26
6	01:49PM 05-31-2019	18238236464	James Jefferson	00:09:52
6	01:33PM 05-31-2019	17364647372	James Jefferson	00:15:18
6	01:23PM 05-31-2019	14948646370	James Jefferson	00:09:52
5	01:09PM 05-31-2019	18649473845	James Jefferson	00:13:40
7	01:04PM 05-31-2019	18238275653	James Jefferson	00:04:39