ENHANCE THE EMOTIONAL INTELLIGENCE OF PHONE PROFESSIONALS

Cogito applies behavioral science through artificial intelligence to enable more productive phone calls. It is the world’s first solution that performs streaming conversation analysis, applies sophisticated analytical models, and visually guides phone representative speaking behavior in real time. The application automatically delivers an instant measure of customer experience for every call. Cogito elevates employee performance, improves customer loyalty and optimizes the value of every conversation.

ANALYZE HUMAN BEHAVIOR THROUGH VOICE
Streaming voice analysis provides an instant window into representative engagement and customer perception.

ENLIGHTEN SUPERVISORS & EXECUTIVES
Supervisors can observe live calls and are alerted to situations where representatives need assistance. Management is provided a customer experience score and comprehensive insight into representative behavior for 100% of calls.

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

DELIVER LIVE GUIDANCE TO PHONE PROFESSIONALS
Intuitive in-call notifications guide representatives to adjust their speaking style to sound confident, competent and empathetic. Representatives build deeper emotional connections with customers.

PREDICT OUTCOMES
Novel interaction insights provide a predictive view into critical business measures such as customer churn, sales conversions, operational efficiency and representative engagement.

CONTINUOUSLY LEARN AND IMPROVE
Machine learning ensures Cogito 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 Guidance

INCREASE AWARENESS
Instantly understand speaking behavior and customer perception.

EXUDE EMPATHY AND BUILD EMOTIONAL CONNECTIONS
Improve communication and motivational skills.

BE MORE PERSUASIVE
Increase customer engagement and loyalty.

Novel Insights

COMPREHENSIVE CUSTOMER EXPERIENCE MEASURE
Understand customer perception across all calls in real time.

ENHANCE REPRESENTATIVE & TEAM PERFORMANCE
Objectively identify and address coaching opportunities across all calls.

RECRUIT BETTER, TRAIN FASTER
Make every representative perform like your best.

Powerful Predictions

TRANSFORM BEHAVIOR INTO USEFUL DATA
Convert voice interactions into actionable insights.

RELIABLY PREDICT BEHAVIOR
Apply scientifically-valid psychological models through AI to predict future customer and representative behavior.

CONTINUOUSLY IMPROVE
Capture feedback and systematically improve through machine learning.