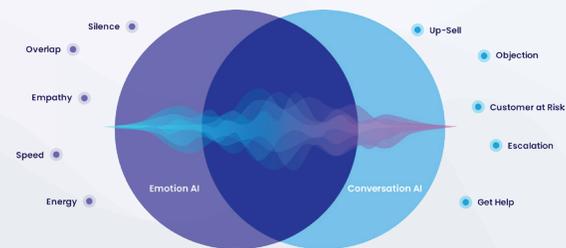




Powering the Teams Behind Great CX & EX

Cogito is an innovative conversation intelligence platform combining Emotion & Conversation AI to provide real-time coaching and guidance to contact center agents.

- 8:01 am Good morning, Alice
Personalized guidance initiated...
- 11:19 am Call rescued!
You turned that call around – great job!
- 1:02 pm Upskilling break
Watch this 5 min video
- 5:07 pm Great job today!
You met all 3 primary goals – check the team dashboard



Emotion & Conversation AI Combined

Cogito combines Emotion and Conversation AI into an innovative platform that provides real-time coaching and guidance to contact center agents, gives supervisors visibility into live conversations from their teams working from anywhere, and continuously monitors customer and employee experiences.

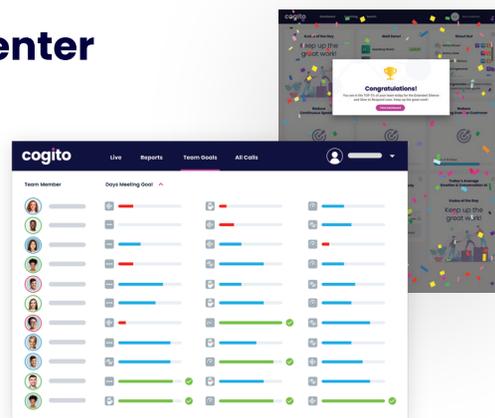
Cogito Companion for the Modern Contact Center

Equip Agents to Handle Complex Interactions

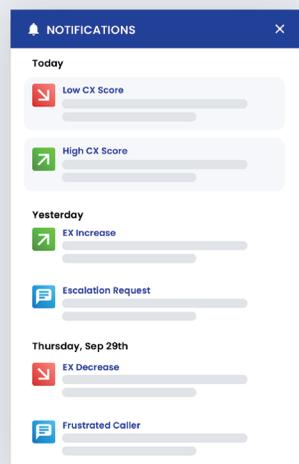
Leverage real-time coaching & guidance to navigate the complexities of every interaction.

Onboard, Develop & Retain the Workforce

Cogito's coaching module streamlines the creation of personalized, data-driven coaching plans based on the comprehensive analysis of all calls and your agent's actions.



Cogito Teams to Ensure Service Consistency



Working-from-Anywhere Dashboard

Let your supervisors virtually "walk the floor." Cogito Teams includes a dashboard that gives team leaders visibility into all live conversations regardless of agents' physical locations – in the office, at home, and even outsourced.

Continuous EX & CX Alerts

Support your teams' 100% of the time with an Employee Experience and Customer Experience score on every call. Alert Quality Managers & Supervisors when agents need their support.

Arm Team Leaders with Optimized Rich Transcripts

Identify key issues & priority topics with rich, redacted transcripts. Available immediately following every call, and featuring highlighted Conversation & Emotion AI cues to further reveal the customer drivers of every interaction.

Cogito Intelligence: Unearth New Business Insights

An Omnichannel Solution

A flexible platform designed to support live digital interactions, ensuring real-time conversation guidance for every customer.

Human-Aware Guidance to Revolutionize Business Outcomes

Configure your human-aware AI models to your advantage, improve efficiency, engagement, and effectiveness for each agent.

Surface Actionable Insights

Uncover customer intent, top drivers of CX and EX to enable organizations to pivot and enhance performance in real time.



From Helping Veterans to Helping Agents. . .

Born out of MIT, Cogito was originally launched to help combat veterans experiencing symptoms of PTSD. Today, Cogito works with enterprise scale contact centers with deployments of up to 30,000 agents.

True Real Time at Enterprise Scale

Cogito is used by 5 of the Fortune 25 brands across diverse industries including telecommunications, technology, and cable providers; financial services organizations; healthcare payers; property, casualty, and life insurers; and hospitality companies.

5 of the Fortune 25
World Leading Brands

3 of the Top 5
Pharmacy Benefits Managers

2 of the Top 5
US Cable Providers

4 of the Top 5
National Health Insurers

3 of the Top 5
US Telecom & Technology Companies

1 of the Top 3
Global Online Payment Providers

What Customers are Saying

“On any given day, our agents can face high call volumes spanning a wide array of topics of conversation. Cogito has transformed these interactions, providing real-time support and guidance that helps agents empathetically connect and communicate. At the same time, we now have increased visibility into agent performance, allowing us to better innovate at scale.”

- Janesh Patel, Senior Vice President of Global Contact Centers & Franchise System Support, Wyndham Hotels & Resorts

The Results*

Collaborating with Enterprise Contact Centers, with deployments of 30,000 agents and growing. The only low-latency, real-time guidance for every agent, on every call.

-12% Average Handle Time

+20% Net Promoter Score(s)

30% Revenue Booked per Rep

+26% Upsell Opportunities

80% Quality Effectiveness

*Sample results from a collection of clients