



Real-time conversational intelligence to assist & augment **inside sales & customer service** teams.





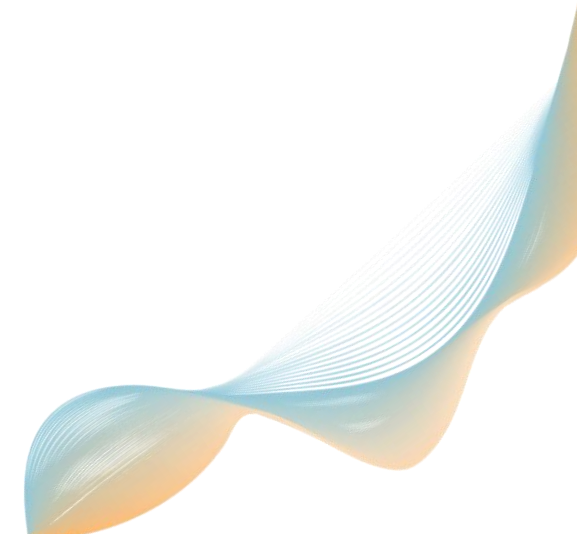
About CogNeed



Real-time conversational AI assistant, guiding callers **during their conversations**, available as a **SaaS**.

CogNeed AI™ has been designed for :

- Inside Sales
- Customer Service
- Teleprospection
- Customer Assistance
- Customer Success



Job at hand



Customers are more demanding and better informed



Onboarding, training and upskilling are on the critical path, in a context of **talent war** and **accelerated turnover**



Customer experience negatively impacted by tools not designed for real-time usage during conversations



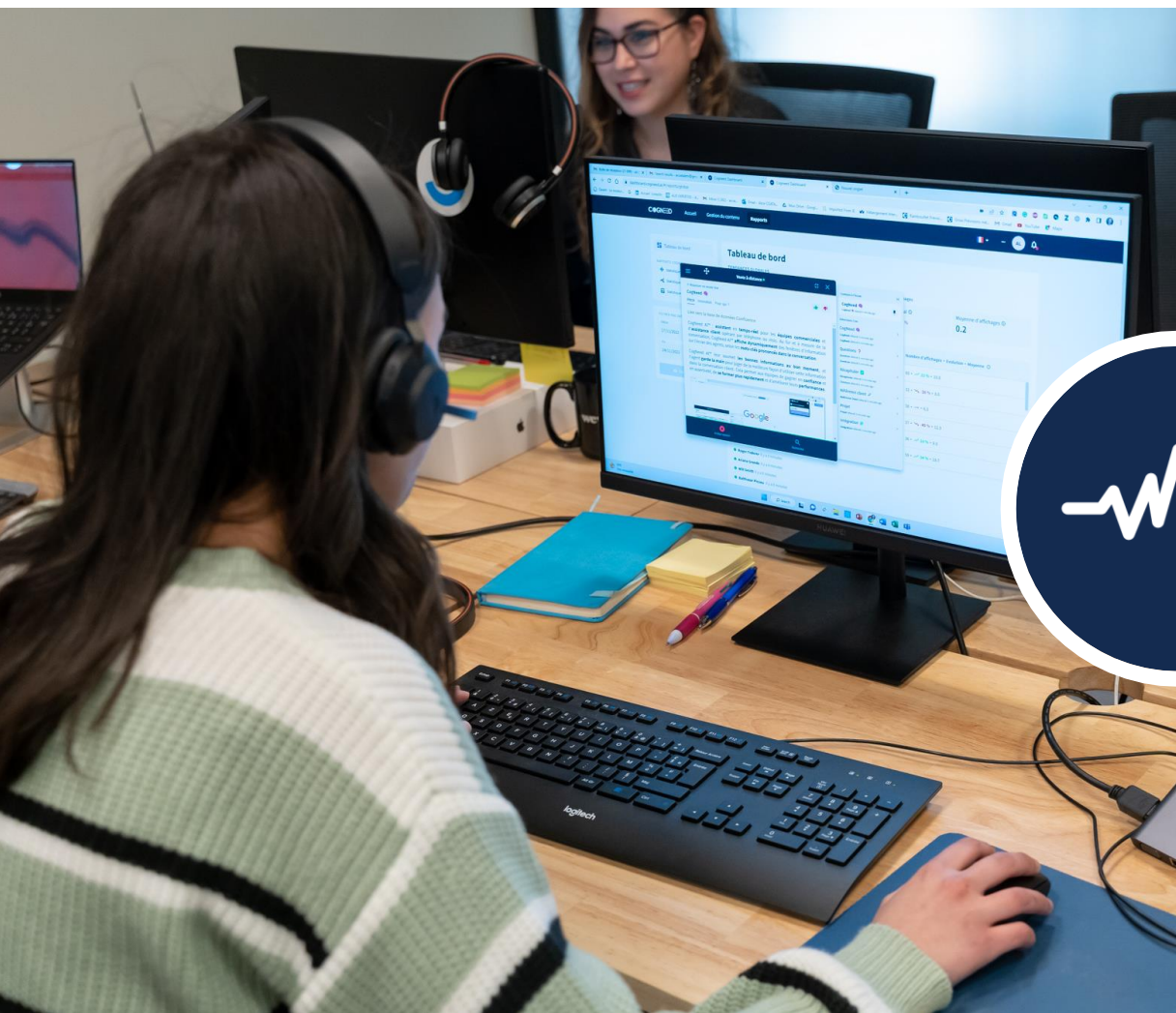
Norms & regulations increasing pressure on call compliance



88 % of customers express that experience matters as much as products (versus 80 % in 2020)



56 % of clients consider being treated like a number



Our approach

Augmented agent

CogNeed leverages the unique interpersonal skills of humans, AI and machine memory capabilities to provide agents the right information at the right time.

CogNeed AI™

CogNeed AI™ assistant interacts in real-time with agents during their calls, enabling them to retrieve adequate messaging and helping them to follow your commercial and/or customer service processes.



Augmented agent



Real-time

Our solution interacts during the phone call, thanks to a latency inferior to 50 ms.



Customizable

Our solution easily adapts to your specific business vocabulary and processes to assist your agents.



SaaS

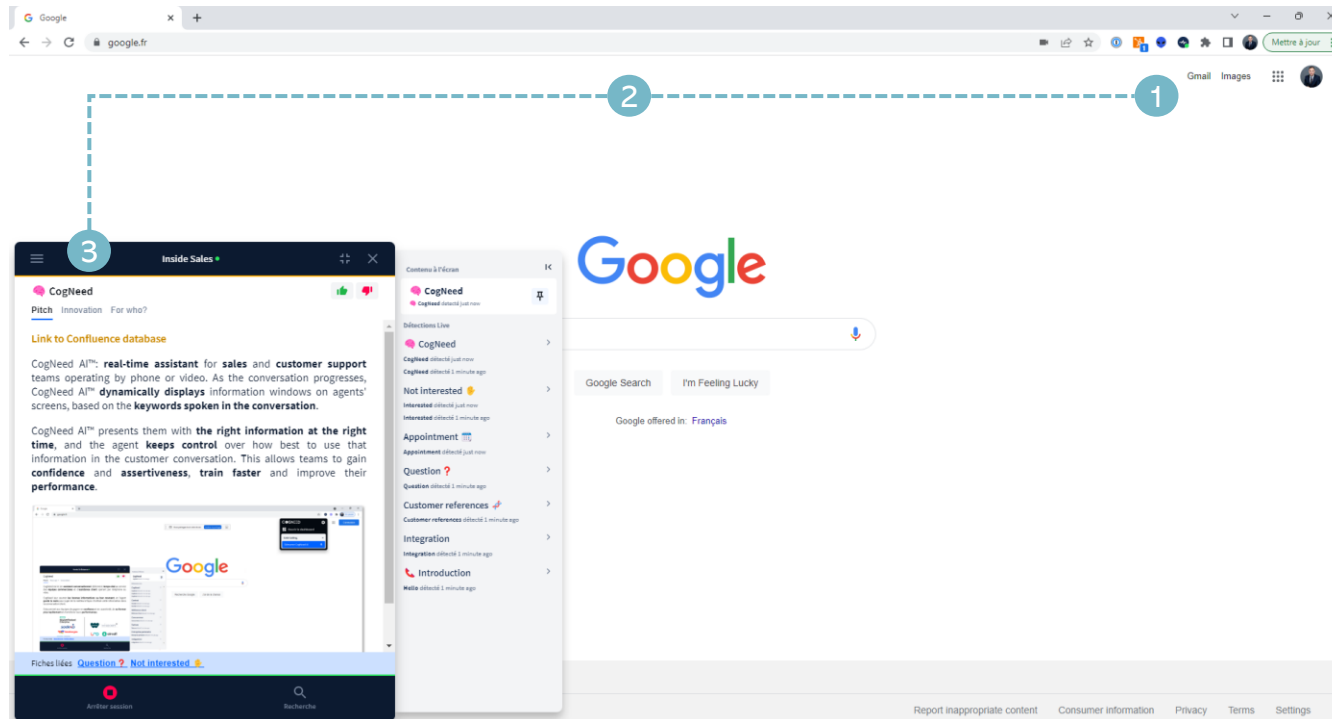
A SaaS solution, entirely configurable online, with or without integration.



GDPR

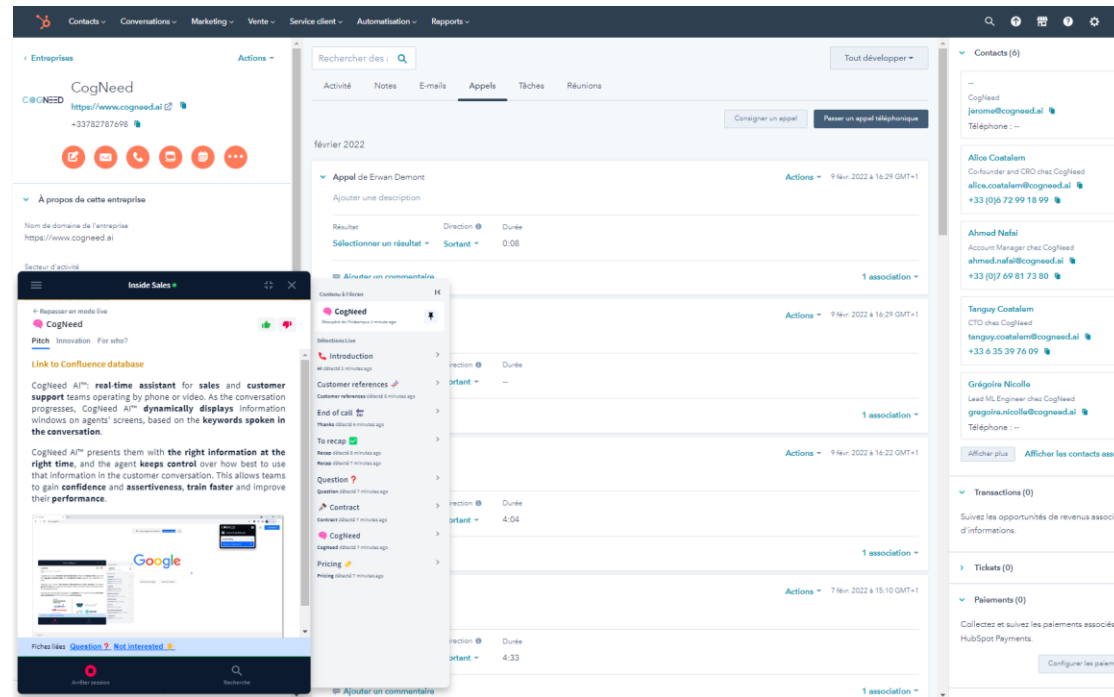
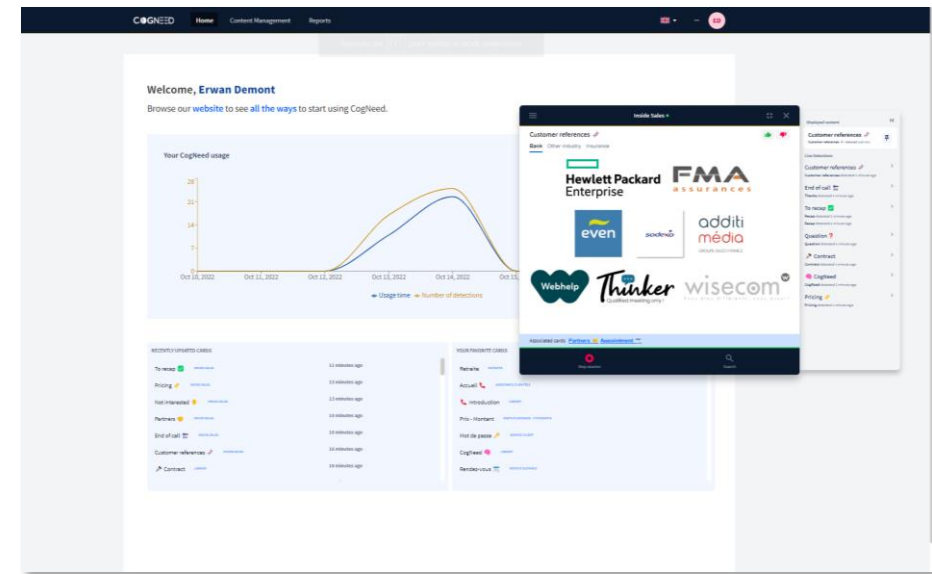
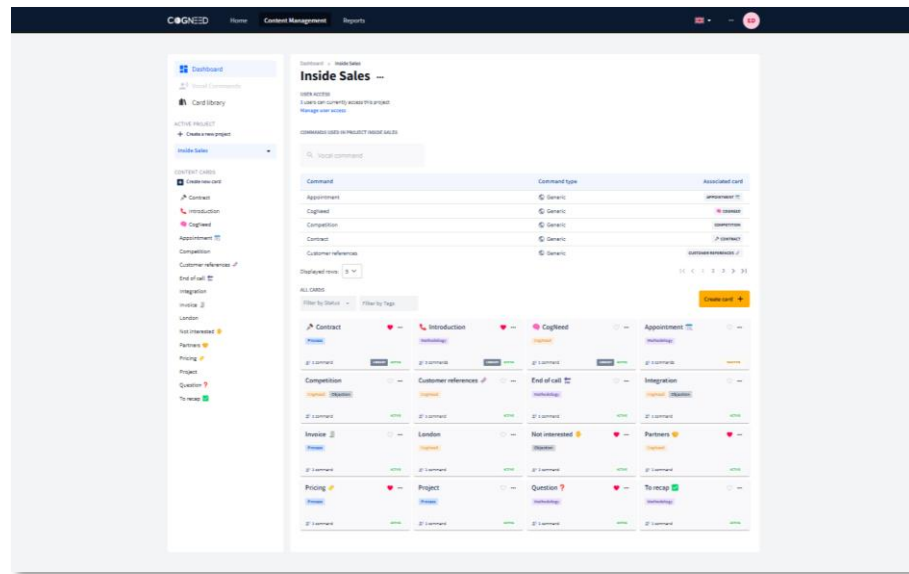
A solution natively compliant with GDPR regulations, which does not require call recording.

CogNeed AI™



1. CogNeed AI™ is available as a Chrome, Firefox or Microsoft Edge plugin*.
2. During a customer call, when the agent pronounces a keyword,
3. A "pop-up", the content of which is customizable, appears on his screen.

*Can also be integrated with a CRM, a CTI, or directly with your IS.



Benefits (commercial teams)



Training time

CogNeed AI™ accelerates your newly hired reps' onboarding and reduces training time on products and services.



Objection handling

CogNeed AI™ assists your inside sales & teleprospecting agents in managing common objections and questions in real-time.



Need discovery

Guide your representatives during customer need discovery, suggesting relevant questions to develop the qualification phase.



Sales growth

CogNeed AI™ increases your inside sales & teleprospecting reps' productivity and efficiency by reducing preparation time and providing the right information at the right time.



Differentiation

CogNeed AI™ supports your agents in differentiating your offers, products and services from your competitors' by sharing most efficient commercials messaging.



Monitoring

CogNeed Reporting allows managers to monitor the adoption & actual usage of key messages within their representatives' customer calls.

Benefits (customer service teams)



Training time

CogNeed AI™ accelerates your newly hired reps' onboarding and reduces training time on products, services and processes.



Ticket processing

CogNeed AI™ speeds up ticket processing by 10 to 20% and improves the productivity and efficiency of customer service teams.



Need discovery

Guide your representatives during customer need discovery, suggesting relevant questions to extend their understanding of their customer's issue.



Consolidated Documentary Base

Standardize and consolidate all documents & collaterals useful for your teams : objection handling, processes, links towards forms or technical sheets, technical specifications, ...



Objection handling

CogNeed AI™ assists your customer service representatives in managing common objections and questions in real-time.



Monitoring

CogNeed Reporting allows managers to monitor the adoption & actual usage of key messages within their representatives' customer calls.



KPIs



20%

Improved lead
conversion rate



65%

Reduced
onboarding time



15%

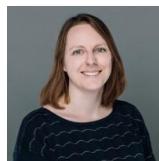
Reduced ticket
processing time

Testimonies



« Le partenariat avec CogNeed nous permet de présenter à nos clients une proposition innovante et abordable d'intelligence conversationnelle au service de leurs objectifs opérationnels. La mise en œuvre de CogNeed AI mobilise nos collaborateurs et booste leur performance tout en apportant de la visibilité à nos clients sur les thèmes abordés pendant les appels clients. »

Julie Cadalen, Directrice de la transformation digitale



« Nous avons choisi CogNeed AI™ pour compléter les solutions d'INO Telecom auprès de nos clients opérateurs de centres d'appels. Leur solution est intégrée avec notre outil de téléphonie, et nos équipes techniques collaborent efficacement dans l'intérêt de nos clients communs. »

Jovan Poirier, Directeur Commercial



« Je souhaitais, augmenter l'efficacité opérationnelle de mon équipe télévente, sans pour autant les "robotiser". J'ai choisi CogNeed car j'ai trouvé leur solution très pertinente et ingénieuse ! L'équipe CogNeed m'accompagne dans le déploiement de l'outil pour maximiser son impact. »

Ludovic Battas, Directeur Centre d'Expertise Téléphonique



«We were looking for an AI solution for our inside sales teams, with no call recording. We chose CogNeed because of its great ease of implementation. From the beginning, we immediately noticed an acceleration and facilitation of the onboarding of new employees. »

Cyril Aubry, Directeur des Ventes SME & Partenariats



Simple, transparent subscriptions

Features	Flexible plan	Enterprise plan
	<div>45 €</div> per user per month billed monthly	<div>35 €</div> per user per month billed annually
	Enjoy a flexible usage of CogNeed AI™ and adjust your billing to actual usage.	Best deal for steady users offering more customer support.
Projects / Campaigns	Unlimited	Unlimited
Content Cards	Unlimited	Unlimited
Custom support	During the first 60-days	Unlimited
Adaptative billing	Yes : only active users are billed, (based on a 14-days period)	Yes : for users being added or deleted during subscription period



Start with CogNeed



01

Content definition

Define the content to be displayed to users, autonomously or with CogNeed team, they'll share best practices.

02

Vocal commands

Choose vocal commands in our library, and identify specific commands to be learnt by CogNeed AI™.

03

CogNeed AI™ trial

Try CogNeed AI™ solution during 30 days in real conditions of use.



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