CogVoice FrontDesk™

Unlock new revenue streams and elevate customer experience with Norwood's AI-powered Agentic Voice applications.

CogVoice FrontDesk™ is a **self-service, self-provisioning SME Assistant** platform targeted at SMBs (2 to 50 staff). The solution enables SMBs to replace human receptionists with AI-powered agents that handle incoming calls, screen inquiries, route calls, and send notifications (via SMS or email) to appropriate staff members.

Key Features:

- **Agentic Voice**: Combines AI with voice technology to enable natural, intelligent conversations, replacing traditional menus with seamless, context-aware interactions.

- **Natural Conversations**: Enables real-time, interruptible conversations with low-latency responses, allowing customers to change topics fluidly during the interaction.

- **Screen Calls**: Automatically gathers and inputs the necessary information to complete forms, streamlining the customer experience.

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