



CogVoice OSMG™

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

CogVoice™ Open Services Media Gateway (OSMG)

CogVoice™ OSMG integrates seamlessly with the operator's IMS offering a flexible, open platform capable of incorporating a wide range of AI-driven, voice-activated services. With features like real-time transcription, translation, call summarization, and fraud detection using real-time semantic analysis, the OSMG provides mobile operators with a significant opportunity to enhance both customer experiences and operational security.

Key Features:

- **Agentic AI Innovation:** The Agentic IVR system combines AI with voice technology to deliver innovative services such as real-time transcription, fraud detection, on-demand recording, and voice print authentication. These features can be deployed without requiring extensive network changes or overhauls.
- **Open Third-Party Integration:** The OSMG's architecture is designed for easy integration with third-party services, enabling quick adaptation to the evolving AI landscape. This positions operators as leaders in delivering scalable, dynamic voice services for future applications.
- **Future-Ready:** The OSMG platform is built for future advancements in voice communications, ensuring operators are prepared to stay agile and relevant in an AI-driven future.
- **Flexible Delivery Options:** The platform supports AI services deployment through either Call Termination Mode or Inline Listening Mode, smoothly integrating into your existing network infrastructure and Azure landing zones.