



Sees people

Cognitive automation of customer interaction



CognitivX is an innovative solution using artificial intelligence algorithms that will help you recognize people - their sex, age, mood and other characteristics.

Reads from human faces

Advanced analysis of the detected face assigns individual characteristics to specific people. You can check where, when and how long specific people are and what emotions accompany them.

CognitivX monitors physical objects - such as customer service offices (Initial Customer Recognition, Quality of Service), points of sale (customer behavior / demographic data) and supports video monitoring systems 24 hours a day



Identifies people

- provides a new dimension of knowledge about your clients and their behaviors
- recognizes them
- detects moods
- recognizes other features (glasses, facial hair, etc.)

Provides invaluable knowledge

- Get the best quality information about your clients in physical facilities
- generate advanced statistics, heat maps and client paths
- **Does your clients smile?**

How does it work?

- The image / video from the connected camera or other source (eg an existing monitoring system) powers CognitivX
- Advanced image analysis allows you to recognize the age, sex, mood, and individual facial features - thus identifying individual people.
- Near real time data is analyzed and can trigger any events
- It can identify many people on multiple cameras at the same time

Allows you to work more effectively

- uses artificial intelligence algorithms
- integrates with CRM, ERP, RCP, MA and other systems
- allows you to better design future activities (marketing, processes, etc.)
- works in the cloud

During the fairs and exhibitions in which our company takes part, we are visited by even one thousand five hundred people a day. Combining statistical data with CognitivX with cash transactions we have developed a real customer profile and gained invaluable knowledge in areas that we have not been able to monitor so far. Thanks to this, we can conduct more effective communication and design better marketing activities.

- Ewa Siuda, Marketing Manager, Stara Mleczarnia SA

Why CognitivX?



See your customers better!

- CognitivX will recognize your client as soon as he crosses the threshold of your branch / store / BOK.
- It will provide you with invaluable knowledge about the demographic profile of a real customer.
- It will allow you to design a customer experience taking into account the emotions.
- CognitivX will provide the most advanced knowledge about clients in the physical channel, and in combination with MA systems will allow better design of omnichannel activities.
- He will tell you where and how much time your clients spend.



Lets see more!

- The solution allows you to monitor processes in your branch. Collects and analyzes data on customer activity, visit time and time of service. It provides knowledge about the actual burden of your employees.
- CognitivX identifies interactions that leave no traces in other company systems.



Personal employee assistant

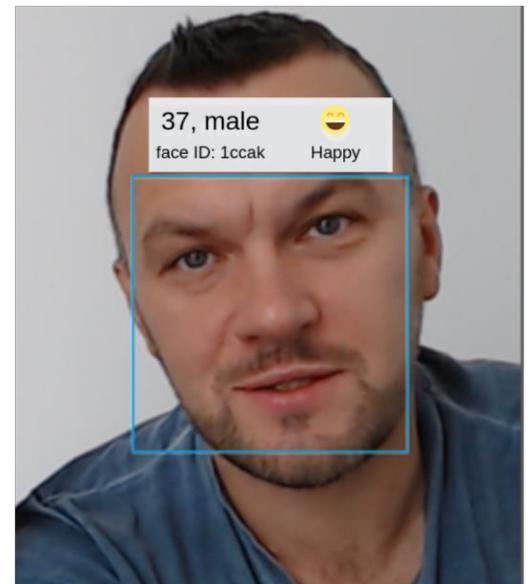
- CognitivX will facilitate the work of your consultants and help them better meet the expectations of clients. The system, based on the collected data, suggests actions and generates personalized offers.
- In real time, it analyzes customer satisfaction when visiting a branch office.

CognitivX

will work wherever people are served

Areas of application:

- Customer service offices
- banks
- Fairs and exhibitions
- Video monitoring systems (surveillance)



Why Leaware?

Concentration of business on long-term customer relationships has transformed Leaware into the company it is today. Through a continuous dialogue, we can accurately identify the needs and propose solutions that solve the business problems of our clients. Thanks to the full transparency of cooperation, we establish long-term relationships based on trust and mutual understanding. Experience and professionalism allow us to quickly solve problems at every stage of cooperation with the client. Recognition of the client's needs and close cooperation during the implementation of projects are a guarantee of success, every undertaking.