

29 JULY 2020

# PARTNERSHIP ANNOUNCEMENT

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C-Zentrix



<https://cognius.ai>



Singapore

# COGNIUS.AI HAS PARTNERED WITH C-ZENTRIX TO DELIVER AI-DRIVEN CUSTOMER ENGAGEMENT SOLUTIONS.

Singapore, 29th July 2020 - Cognius.ai, a Conversational AI company headquartered in Singapore announces a strategic partnership with C-Zentrix, a Gurgaon, India headquartered company specializing in contact centre solutions, along with the establishment of a joint venture company Voiz.ai in Singapore.

Cognius.ai develops advanced Conversational AI technologies, with focus on its comprehensive Sofia AI Platform which allows enterprises to launch and manage its Sofia Intelligent Virtual Assistants (IVAs) as per their requirements, greatly enhancing enterprise productivity. Cognius.ai leverages the latest in Natural Language Processing (NLP) and Machine Learning (ML) technologies to provide an engaging customer experience in multiple languages. For more information, please visit <https://www.cognius.ai>.

C-Zentrix is a trailblazer in providing customer engagement solutions via its C-Zentrix Omnichannel CX Platform. C-Zentrix Omni CX Platform is the preferred choice for setting up state of the art customer service and sales platforms for enterprises across the globe. C-Zentrix provides various channels like voice, video, chat, email, SMS, WhatsApp, Social Media, and bots along with ticketing and lead management tools to enterprises over cloud and on premises. For more information, please visit <https://www.c-zentrix.com/>.

Cognius.ai and C-Zentrix have now come together and established a joint venture in Singapore, Voiz.ai Pte Ltd. The purpose of this JV is to develop new technologies for AI-enabled Customer Experience Platform. With this objective, the development organizations of both companies are working together with the launch of the first product expected by September 2020. More information on Voiz.ai will be furnished in due course.

Saket Setu, CEO, Towards Vision Technologies (C-Zentrix) said, “Digital innovation driven by AI is the key for our clients to increase their customer centricity and retain their customer base in this era of intense competition. Companies, which are at the forefront of adopting AI driven digital technologies, stand to win in this marketplace. Cognius.ai, with their advanced Conversational AI technologies, C-Zentrix with our customer experience solutions, can help customers achieve their objectives in this digital era”.

Vijay Srinivasan, CEO, Cognius.ai said, “In C-Zentrix, we found a strategic partner with identical goals towards enhancing customer productivity and achieve a seamless digital transformation of customer businesses. We both have strong product development teams, which have started working together closely, with the above goal in mind. The focus is on digital innovation and best-in-class products relevant for our markets”.



Whether driven by digital transformation or optimization and efficiency, today's application leaders must create strategies that extend the life of legacy applications while deploying new AI-driven solutions, many of which are part of the digital business transformation journey.

## **ABOUT TOWARDS VISION TECHNOLOGIES**

Towards Vision Technologies (C-Zentrix) is a leading Customer Experience and Contact Center Software company which has been recognized by Gartner multiple times. Its AI infused Omnichannel Contact Centre platform enhances business to provide better business outcomes and superior customer experience.

C-Zentrix solution for Contact Centres comes with its robust telephony along with non-voice solutions chat, chatbot, video, social media, WhatsApp integration and Speech based IVR. It has its own service CRM as well as integrates with leading CRMs, globally.

C-Zentrix customers find the solution as very scalable, cost-effective and customizable to their requirements. To learn more about C-Zentrix, go to [www.c-zentrix.com](http://www.c-zentrix.com)

## **CONTACT INFO**

Name: Saket Setu

Title: CEO

Company: Towards Vision Technologies

Email: [saket@c-zentrix.com](mailto:saket@c-zentrix.com)

twitter - [@czentrix](https://twitter.com/czentrix)

Facebook - [@czentrix](https://www.facebook.com/czentrix)

Linkedin - [@towards-vision-technologies](https://www.linkedin.com/company/towards-vision-technologies)



## ABOUT COGNIUS.AI

At Cognius.AI, we have learnt that a well-designed, easy-to-use and easy-to-configure Artificial Intelligence (AI) platform enables AI to be rapidly integrated into business enterprises. Sofia, our AI platform, is one of the world's earliest commercial implementations of Natural Language Generation (NLG).

It makes it easy and highly cost effective to roll-out engaging AI solutions that meet both customer and business needs. We focus on three industries: Healthcare & Life science, Higher Education and Contact Centres. Sofia is customized and trained in these sectors, enabling business to pivot quickly and maximise value and outcomes. Our global business partners have expertise and reach in other industries. Sofia is application and industry agnostic, and easily configured for different use cases.

## CONTACT INFO

Name: Vijay Srinivasan

Title: CEO

Company: Cognius.ai

Email: [vijay.s@cognius.ai](mailto:vijay.s@cognius.ai)

twitter - [@Cognius\\_ai](https://twitter.com/Cognius_ai)

Facebook - [@cogniusai](https://www.facebook.com/cogniusai)

Linkedin - [@cognius-ai-singapore](https://www.linkedin.com/company/cognius-ai-singapore)

