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Cogito Scores Conversations Without Emotional State

by [Nick Clark](#) | Published March 28, 2026 | [PDF](#)

Cogito applies behavioral science to real-time voice analysis, coaching call center agents with live cues about customer emotional state and agent empathy. The system detects conversation dynamics, flags disengagement, and prompts agents to adjust their approach. The behavioral science foundation is sound. But each conversation segment is scored independently, and no persistent emotional state carries forward between calls or across a customer's interaction history. The result is emotional intelligence that resets with every session. Resolving this requires affective state as a persistent computational primitive with governed decay, asymmetric update, and cross-field coupling.

What Cogito built

Cogito's platform analyzes voice signals in real time during customer service calls. It detects patterns associated with customer frustration, confusion, satisfaction, and disengagement by analyzing prosodic features: speaking rate, pitch variation, energy levels, and turn-taking patterns. The system provides visual coaching cues to human agents, indicating when to slow down, show empathy, or adjust communication style.

The behavioral science approach, grounded in research from MIT's Human Dynamics Lab, gives the system a foundation in measurable conversational dynamics rather than sentiment keyword matching. Within a single call, the system tracks emotional trajectory and provides appropriate coaching. When the call ends, the emotional context resets.

The gap between scoring and continuity

A customer calling for the third time about an unresolved billing issue carries accumulated frustration that did not begin when the current call connected. The agent receives no emotional context from previous interactions because no persistent affective state was maintained. The coaching system detects frustration as it manifests in the current call but cannot anticipate it based on trajectory. The agent starts from emotional zero with a customer who is at emotional ten.

This gap is structural. Cogito's architecture processes each call as an independent signal stream. The per-call emotional scoring is accurate within that scope. But customer relationships span multiple interactions across days or weeks, and the emotional dynamics of those relationships require state that persists between contacts. A customer whose frustration has been building across three calls and whose trust has been declining with each unfulfilled promise exists in a compound emotional state that no single-call analysis can capture.

Why call history metadata is not emotional state

Contact centers store call disposition codes, notes, and satisfaction scores. An agent can see that the customer called twice before and that previous satisfaction was low. This is metadata about interactions, not persistent emotional state. The metadata does not tell you that frustration has been accumulating at a specific rate, that trust decayed sharply after the second call, or that the interaction between declining trust and rising frustration is approaching a threshold where the customer relationship becomes unrecoverable.

Persistent affective state provides this. Named emotional fields update with each interaction according to asymmetric rules. Frustration from an unresolved issue increases sharply and decays slowly. Trust damaged by a broken promise drops quickly and recovers gradually. The coupling between fields means that the combination of low trust and high frustration produces different behavioral recommendations than high frustration alone. These dynamics are computable only when the emotional state exists as a persistent, governed object.

The structural requirement

Cogito's real-time emotional coaching is valuable engineering applied to a real problem. The structural gap is the absence of persistent affective state that spans interactions and evolves deterministically. Affective state as a computational primitive transforms Cogito's per-call emotional intelligence into relationship-aware emotional governance. The coaching system that maintains persistent affect fields across a customer relationship does not discover frustration during the call. It knows the emotional trajectory before the call begins and coaches accordingly.

[Affective State All 21 steps →](#)

Emotion as a computational primitive, not a simulation.

Primary Technical Disclosure

[◦ Affective State as a Deterministic Control Primitive for Semantic Agents](#)

Secondary Technical

[◦ Affective State as Seventh Canonical Field](#) ◦ [Named Control Field Modulation Architecture](#) ◦ [Affect-Modulated Promotion Thresholds](#) ◦ [Deterministic Affect Encoding and Update Mechanics](#) ◦ [Emotional Decay Curves With Hysteresis](#) ◦ [Entropy-Governed Valence Stabilization](#) ◦ [Affective Inheritance in Delegation Chains](#) ◦ [Emotional Quarantine and Volatility Management](#) ◦ [Affect-Modulated Trust Slope Validation](#) ◦ [Biological Signal-to-Affective Coupling](#) ◦ [Affective Contagion in Multi-Agent Systems](#) ◦ [Affect-Modulated Discovery Traversal](#) ◦ [Affect-Governance Separation](#) ◦ [Policy-Bounded Affective Updates](#) ◦ [Affect as Cross-Primitive Input](#) ◦ [Affect-Modulated Inference Integration](#) ◦ [Substrate-Agnostic Affect Deployment](#) ◦ [Pseudonymous Emotional Operation](#) ◦ [Temporal Cognition Field](#)

Applications (General)

[◦ Companion AI That Maintains Emotional Consistency Across Sessions](#) ◦ [Therapeutic Agent Affect Management Under Clinical Constraints](#) ◦ [Affective State for Customer Service Agents](#) ◦ [Affective State for Elderly Care Companion Agents](#) ◦ [Affective State for Crisis Response Agents](#) ◦ [Affective State for Negotiation Agents](#) ◦ [Affective State for Educational Tutoring Agents](#) ◦ [Affective State for HR and Recruitment Agents](#)

Applications (Specific)

[◦ Replika's Emotional Memory Is Stateless](#) ◦ [Character.ai's Personality Problem Is Deeper Than Prompting](#) ◦ [Woebot's Therapeutic Affect Has No Persistent State](#) ◦ [Elomia's Empathy Resets Every Session](#) ◦ [Hume AI Measures Emotion but Cannot Govern It](#) ◦ [Affectiva Reads Faces but Not Emotional Trajectories](#) ◦ [Cogito Scores Conversations Without Emotional State](#) ◦ [Beyond Verbal Decoded Voice Without Building Emotional Memory](#) ◦ [EmotiBit Captures Physiology Without Affective Governance](#) ◦ [RealEyes Measures Attention Without Emotional Persistence](#)

[Affective State overview →](#)

AQ

deterministic

autonomy

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Last updated: 2026-03-03



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