



# Enhancing Agent Time to Productivity

**75%**

Improvement to Analysis Time

**67%**

Improvement to Time to Productivity

**12%**

Improvement to Resolution Time

## About



Cority provides a comprehensive suite of software solutions aimed at enhancing environmental, health, safety (EHS), and sustainability management within organizations.

Their platform, known as CorityOne, is a human-centered enterprise EHS Software-as-a-Service (SaaS) platform designed by industry experts. The primary goal of CorityOne is to empower organizations to become healthier, safer, and more sustainable, ultimately contributing to the construction of better enterprises for the future. The platform integrates various facets of EHS management, offering a unified experience and leveraging advanced analytics and expert-driven insights to enhance organizational performance.

*“Now our brand new analysts come on board and they hit that time to productivity number within two months. So that's almost 70% improvement in our time to productivity.”*



**Chris Slaugh**

VP, Global Customer Support

**1,600+**

global customers

**120+**

countries

**2M+**

end users

**600+**

employees

## Solution



Cority chose AptEdge for its ability to enhance agent productivity and success. Key factors in this decision included:

**Integration with Existing Systems:** AptEdge's ability to federate across various platforms like Confluence, JIRA, and Salesforce without additional connector costs.

**Training and Onboarding:** AptEdge provided hands-on training directly to analysts and team leads, ensuring higher adoption rates.

**AI-Powered Support:** Leveraging AI for data visualization, reporting, and proactive customer frustration identification.

## Results



- **Improved Time to Productivity:** This metric was reduced from six months to two months, a 67% improvement.
- **Enhanced Resolution Times:** A 12% improvement in overall resolution times for customer issues.
- **Resolution Efficiency:** Up to 75% improvement in search times for analysts.
- **Cost Savings:** Significant cost reductions due to not requiring additional connectors for various data sources.
- **Agent Experience:** Improved agent experience and efficiency, leading to better customer service.
- **AI Utilization:** Effective use of AI in linking common issues and proactive problem-solving.

## Summary

The partnership with AptEdge has been transformative for Cority, particularly in the realms of agent productivity, efficiency, and overall experience. The significant improvements in time to productivity and resolution times, coupled with the AI-driven approach to answer retrieval, have not only enhanced the agent experience but also positively impacted customer satisfaction. The seamless integration of AptEdge into Cority's ecosystem and its cost-effective approach have set a new benchmark in utilizing AI tools for customer support enhancement. The ongoing focus on agent success reflects Cority's commitment to delivering quality support to its global customer base.

## About AptEdge

Co-founded by tech veterans Aakrit Prasad and Anthony Kilman in 2019, AptEdge is transforming enterprise technical support from a bottleneck into a breakthrough. The platform decodes complex B2B software environments in real time, connecting live product data with enterprise knowledge to power faster resolutions. Trusted by tech titans like SumoLogic, Mimecast, and Cisco, AptEdge turns every support interaction into actionable intelligence – helping teams scale their expertise without scaling headcount and making technical complexity a competitive edge, not a constraint.



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CTO

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